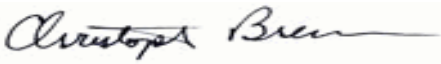


AWARD/CONTRACT		1. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 350)		RAT NG		PAGE OF PAGES 1 83	
2. CONTRACT (Proc. Inst. Ident.) NO. SS00-10-60103				3. EFFECTIVE DATE See Block 20C		4. REQUISITION/PURCHASE REQUEST/PROJECT NO. K501-10-1007	
5. ISSUED BY CODE		00600		6. ADMINISTERED BY (If other than Item 5) CODE		EDAY	
Social Security Administration Office of Acquisition and Grants 1st Floor - Rear Entrance 7111 Security Boulevard Baltimore MD 21244-1811				ERICA DAY (410) 965-9512			
7. NAME AND ADDRESS OF CONTRACTOR (No., Street, City, Country, State and ZIP Code) BOOZ ALLEN HAMILTON INC. Attn: JENNIFER MORROW 8283 GREENSBORO DRIVE MCLEAN VA 221023838				8. DELIVERY ☐ FOB ORIGIN ☒ OTHER (See below)			
				9. DISCOUNT FOR PROMPT PAYMENT			
				10. SUBMIT INVOICES (4 copies unless otherwise specified) TO THE ADDRESS SHOWN IN		ITEM G-7	
CODE		FACILITY CODE					
11. SHIP TO/MARK FOR CODE				12. PAYMENT WILL BE MADE BY CODE		HDQTRS	
SEE INFORMATION IN SECTION G-5				Social Security Administration Office of Finance Post Office Box 47 Baltimore MD 21235-0047			
13. AUTHORITY FOR US NG OTHER THAN FULL AND OPEN COMPETITION: ☐ 10 U.S.C. 2304 (c) () ☐ 41 U.S.C. 253 (c) ()				14. ACCOUNTING AND APPROPRIATION DATA 400K501/2010/2511/2808704/K501-10-1007/			
15A. ITEM NO	15B. SUPPLIES/SERVICES			15C. QUANTITY	15D. UNIT	15E. UNIT PRICE	15F. AMOUNT
	Continued						
15G. TOTAL AMOUNT OF CONTRACT						\$8,497,800.00	
16. TABLE OF CONTENTS							
(X)	SEC.	DESCR PTION	PAGE(S)	(X)	SEC.	DESCR PTION	PAGE (S)
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X	B	SUPPLIES OR SERVICES AND PRICES/COSTS	3-7	PART III - LIST OF DOCUMENTS, EXH BITS AND OTHER ATTACH.			
X	C	DESCR PTION/SPECS./WORK STATEMENT	8-31	X	J	LIST OF ATTACHMENTS	82
X	D	PACKAGING AND MARK NG	32	PART IV - REPRESENTATIONS AND NSTRUCTIONS			
X	E	INSPECTION AND ACCEPTANCE	33	X	K	REPRESENTATIONS, CERT FICATIONS AND OTHER STATEMENTS OF OFFERORS	83
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X	G	CONTRACT ADMINISTRATION DATA	37-43		L	NSTRS., CONDS., AND NOTICES TO OFFERORS	
X	H	SPECIAL CONTRACT REQU REMENTS	44-66		M	EVALUATION FACTORS FOR AWARD	
CONTRACTING OFFICER WILL COMPLETE ITEM 17 OR 18 AS APPLICABLE							
17. ☒ CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 1 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, if any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. (Attachments are listed herein.)				18. ☐ AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number SSA-RFP-10-1037, including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any condition sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.			
19A. NAME AND TITLE OF SIGNER (Type or print)				20A. NAME OF CONTRACTING OFFICER CHRISTOPHER BRENNAN			
19B. NAME OF CONTRACTOR		19C. DATE SIGNED		20B. UNITED STATES OF AMERICA		20C. DATE SIGNED	
BY Contractor Signature Received		09/29/2010		BY 		09/29/2010	
(Signature of person authorized to sign)				(Signature of the Contracting Officer)			

CONTINUATION SHEET

REFERENCE NO. OF DOCUMENT BE NG CONTINUED
SS00-10-60103

PAGE OF
2 83

NAME OF OFFEROR OR CONTRACTOR
BOOZ ALLEN HAMILTON INC.

ITEM NO. (A)	SUPPL ES/SERVICES (B)	QUANTITY (C)	UNIT (D)	UNIT PRICE (E)	AMOUNT (F)
	DUNS Number: 006928857 Beneficiary Access and Support Services (BASS) contractor.				
0001	Beneficiary Access and Support Services in support of the Ticket to Work and Self Sufficiency Program. Period of Performance 9/29/2010 - 9/28/2011 Obligated Amount: \$8,497,800.00				8,497,800.00
0002	Option Period One - Period of Performance 9/29/2011 - 9/28/2012 Amount: \$8,070,326.00 (Option Line Item)				0.00
0003	Option Period Two - Period of Performance 9/29/2012 - 9/28/2013 Amount: \$8,230,950.00 (Option Line Item)				0.00
0004	Option Period 3 - Period of Performance 9/29/2013 - 9/28/2014 Amount: \$8,396,182.00 (Option Line Item)				0.00
0005	Option Period 4 - Period of Performance 9/29/2014 - 9/28/2015 Amount: \$8,567,807.00 (Option Line Item)				0.00
	The total amount of award: \$41,763,065.00. The obligation for this award is shown in box 15G.				

SECTION B
SUPPLIES OR SERVICES AND PRICES/COSTS

B-1 GENERAL DESCRIPTION OF SERVICES

- (a) The contractor shall furnish all personnel, material, services, and facilities to perform the requirements set forth in Section C.
- (b) The final contract will contain the price/costs and provisions agreed upon during negotiations.

B-2 TYPE OF CONTRACT

This is a Cost Plus Fixed Fee type contract with a base year and four one-year option years period of performance.

B-3 FIXED FEE - COMPLETION

The fixed fee for this contract is (b)(4). The fixed fee shall be paid in installments based on the percentage of completion of work, as determined by the contracting officer, and subject to the withholding provisions of the clauses, 52.216-7 Allowable Cost and Payment and 52.216-8 Fixed Fee, incorporated herein.

B-4 ESTIMATED COST AND FEE - COMPLETION CONTRACT

- (a) It is estimated that the total cost to the Government for full performance of this contract will be \$41,763,065.00, of which the sum of (b)(4) represents the estimated reimbursable costs and (b)(4) represents the fixed fee.
- (b) Total funds currently available for payment and allotted to this contract are \$8,497,800.00 of which (b)(4) represents the estimated reimbursable costs and (b)(4) represents the fixed fee. For further provisions on funding, see the Limitation of Funds clause (FAR 52.232-22).
- (c) It is estimated that the amount currently allotted will cover performance through September 28, 2011.
- (d) The Contracting Officer may allot additional funds to the contract without the concurrence of the Contractor.

	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Total Cost	(b)(4)			
Total Fixed Fee				
Total Cost + Fixed Fee	\$8,070,326	\$8,230,950	\$8,396,182	\$8,567,807

B-5 ITEMS UNALLOWABLE UNLESS OTHERWISE APPROVED

Notwithstanding the clause "Allowable Cost and Payment" incorporated in this contract, unless authorized in writing by the Contracting Officer, the costs of the following items or activities shall be unallowable as direct costs:

- (a) acquisition, by purchase or lease, of any interest in real property;
- (b) special rearrangement or alteration of facilities;
- (c) purchase or lease of any item of general purpose office furniture or office equipment, regardless of dollar value (general purpose equipment is defined as any items of personal property which are usable for purposes other than research, such as office equipment and furnishings, pocket calculators, etc.);
- (d) foreign travel; and
- (e) travel to attend general scientific meetings.

B-6 TRAVEL COSTS

The rates (per diem, personal vehicle mileage, etc.) at which the contractor will be reimbursed for travel shall be no greater than those allowed by Government Travel Regulations, current as of the time the travel occurs.

B-7 TRAVEL COSTS FOR GOVERNMENT EMPLOYEES

No funds provided under this contract shall go toward reimbursement of travel expenses by employees of the Federal Government.

B-8 INDIRECT COST RATES

Beginning with the effective date of this contract, indirect costs shall be reimbursed at the following *provisional* rates:

COST CENTER 3 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

COST CENTER 13 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

COST CENTER 14 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

COST CENTER 17 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

Final indirect cost rates shall not exceed the following *ceiling* rates:

COST CENTER 3 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

COST CENTER 13 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

COST CENTER 14 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

COST CENTER 17 INDIRECT COST	YEAR 1 RATE	YEAR 2 RATE	YEAR 3 RATE	YEAR 4 RATE	YEAR 5 RATE
Fringe Benefits	(b)(4)				
Labor Overhead					
G&A					
Subcontract/Consultant Handling					

B-9 ALLOWABLE INDIRECT COSTS

The final allowable indirect costs under this contract shall be obtained by applying the final negotiated rates (not to exceed above ceiling rates) to the applicable direct costs for the appropriate period(s). Pending establishment of "fixed rate(s)" for any period, reimbursement shall be made on the provisional rate(s) stipulated above. (See the contract clause FAR 52.216-7, Allowable Cost and Payment.)

SECTION C

DESCRIPTION/SPECIFICATIONS/WORK STATEMENT

C-1 PROJECT BACKGROUND

C-2 PROJECT OBJECTIVES AND DESCRIPTION

C-3 SERVICES TO BE PERFORMED

C-1 PROJECT BACKGROUND

A. INTRODUCTION AND PURPOSE

The Ticket to Work and Work Incentives Improvement Act of 1999 (Public Law 106-170), added section 1148 to the Social Security Act (The Act). Section 1148 established, among other things, the Ticket-to-Work and Self-Sufficiency Program (Ticket Program). The Ticket Program provides Social Security beneficiaries with disabilities more choices for receiving employment services and increases provider incentives to serve beneficiaries with disabilities who wish to maximize their economic self-sufficiency through work opportunities.

The Social Security Administration (SSA) proposes to contract with a vendor to serve as the Ticket Program Manager for Beneficiary Access and Support Services (BASS), who will be responsible for providing support for beneficiaries to encourage and facilitate beneficiary participation in the Ticket Program.

B. BACKGROUND

1. Prior to the Ticket - Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) benefits are designed to provide a basic level of support for individuals with disabilities whose earning ability is restricted due to their impairments. Prior to the Ticket legislation, SSA referred SSDI and SSI beneficiaries with disabilities, who were believed to be good candidates for employment-related services, to State Vocational Rehabilitation Agencies (SVRA). If the beneficiaries obtained employment and attained certain work and earnings levels, SSA reimbursed the SVRAs for their costs, under the SSA's VR reimbursement programs.
2. Ticket Legislation - Public Law 106-170 addressed a number of barriers that disability beneficiaries encounter in obtaining jobs and continuing to work by:
 - Expanding the availability of health care services and coverage;
 - Eliminating certain work disincentives;
 - Providing for enhanced benefits planning and assistance from other public and private sources; and
 - Creating the Ticket-to-Work and Self-Sufficiency Program.

It is the Ticket Program and the provisions set forth in the Act at Section 1148 that define the scope of the requirements under this contract.

3. The Ticket Program - The Ticket Program provides disability beneficiaries with more choices for receiving employment services and increasing provider incentives to serve these individuals. Under the Ticket Program, SSA is directed to provide disability beneficiaries with a Ticket they may use to obtain VR services, employment services, and/or other support services from an Employment Network (EN) of their choice and to establish agreements with ENs to provide such services. The Ticket Program was fully implemented in September 2004, and to date Tickets have been mailed to more than 16 million eligible beneficiaries with disabilities in all 50 states, the District of Columbia, and the U.S. territories. Approximately 11.7 beneficiaries currently are eligible to participate in the Ticket Program, and an average of 89,000 Tickets are mailed to new beneficiaries each month upon entering the disability roles.

4. Components of the Ticket Program

- Consumer Options for Employment Services - The Ticket enables an SSDI and SSI beneficiary to go to either a participating public or private EN. The process of choosing an EN is called assigning tickets (Ticket assignment). Beneficiaries may seek services from State VR agencies that either act as ENs or provide services to SSDI and SSI beneficiaries with disabilities under the traditional VR reimbursement model. If the VR agency elects to provide services under the traditional VR reimbursement model, the beneficiary does not assign the Ticket to the SVRA, although the Ticket is considered “in use” with the SVRA for program purposes (see below). A beneficiary may choose to receive up-front services from a SVRA, and then choose to receive continuing services from an EN.
- Increased Choices for Employment Services--Definition of Employment Network
An EN is an organizational entity (State or local, public or private) that enters into a contract with SSA to assume responsibility for the coordination and delivery of appropriate employment services, VR services, and/or other support services under the Ticket Program to beneficiaries who have assigned Tickets to the EN. SVRAs also may elect to function as an EN under the Ticket Program.

An EN may be either a single provider of such services or an association of providers organized so as to combine their resources into a single entity. An EN may provide services necessary to prepare and place beneficiaries in employment, either directly or by entering into agreements with other providers of such services.

Under the Ticket Program, SSA may issue a Ticket to a beneficiary, who in turn may “assign” that Ticket to any EN of the beneficiary’s choice that is serving under the Ticket Program and is willing to accept the “assignment”. ENs may select the beneficiaries with whom they will work/accept assignment of Tickets.

- EN Options for Payment - ENs who accept tickets from a beneficiaries must select one of the two payment plans, as follows:
 - Outcome payment system (Outcome): An outcome payment is an amount up to 67 percent of the average SSDI benefit for every month up to 36 months that the SSDI or concurrently entitled beneficiary is not due cash benefits because of his or her work or earnings, or an amount up to 67 percent of the average SSI monthly benefit for every month up to 60 months that the SSI beneficiary is not due cash benefits because of his or her work or earnings; or
 - Outcome-milestone payment system (Milestone): This system is designed to provide two (2) types of payments. Milestone payments are made in two (2) phases. In Phase 1, a milestone payment may be made as a result of a beneficiary's achievement of up to four (4) employment-related goals within an 18-month period. In Phase 2, SSA may pay up to 11 milestone payments as a result of an SSDI beneficiary's work activity, and up to 18 milestone payments as a result of an SSI beneficiary's work activity. Thereafter, outcome payments may be made as described above, but they are reduced based on the number of milestones paid.
- Suspension of Continuing Disability Reviews (CDRs) - By law, SSA must periodically reassess all beneficiaries receiving benefits based on disability to determine if they continue to meet medical requirements for disability benefits (i.e., if they continue to be so impaired that the beneficiaries would reasonably considered to be unable to work). If after a medical CDR SSA determines that a beneficiary has had medical improvement in their impairments and that the medical improvement is related to the ability to work at the substantial gainful activity (SGA) level, then SSA must cease the beneficiary's disability cash benefits. When a beneficiary is "using the ticket" (the Ticket is "in use"), SSA defers any scheduled medical CDR that has not begun before the beneficiary began to use the Ticket. The Ticket is considered to be "in use" if assigned to an EN or to an SVRA being paid as an EN, or "in-use SVR" if the beneficiary is working with an SVRA under traditional cost reimbursement.
- Role of the Program Manager – Public Law 106-170 authorizes the Commissioner of the Social Security Administration to enter into an agreement(s) with a Program Manager(s) (PM) to assist in administering the Ticket Program. While the PM may be tasked with a wide range of duties, the following four responsibilities are identified specifically in the law: recruitment and monitoring of ENs, ensuring the availability of adequate EN services to beneficiaries, ensuring the availability of a sufficient number of ENs as to be reasonably accessible to beneficiaries and facilitation of beneficiary access to ENs. The PM is precluded from direct participation in the delivery of employment services, VR services or other support services to beneficiaries in the service area covered by the PM's agreement. In addition, the PM shall not hold a financial interest in an EN or service provider that provides services in a geographic area covered under

the PM's agreement.

5. Ticket Program Support Contractors – In 2005, SSA awarded contracts to two PMs to assist in administering the Ticket Program. On September 29, 2005, SSA awarded a contract to an Operations Support Manager (OSM) to provide a wide variety of EN support services, as well as administration of a call center for public inquiries. On November 30, 2005, SSA awarded a contract to a PM for Recruitment and Outreach (PMRO) to provide a wide variety of services related to EN recruitment, beneficiary outreach, and facilitation of beneficiary access to ENs.

SSA again intends to award two PM contracts. The new OSM, while retaining responsibility for EN support, will have the added responsibility for recruiting ENs, but will no longer manage a public call center. The other PM will be called the Beneficiary Access and Support Services (BASS). The BASS will no longer have responsibility for EN recruitment, but will continue to have responsibility for beneficiary outreach and will assume responsibility for the public call center operations. While the two PMs will have discrete functions, they will work together closely, through SSA, to ensure that beneficiaries have the greatest possible access to ENs that are able to accept their Tickets and provide services that lead to sustained work efforts.

NOTE: In September, 2009, SSA modified Task 4 of the current OSM contract to add the Work Incentives Information and Referral Center (WIIRC), a special component of the call center. WIIRC staff are expected to provide beneficiaries with basic information about SSA's work incentives, make appropriate referrals to SSA's Work Incentives Planning and Assistance (WIPA) projects, which includes completing all required fields in the WIPA data base, and assisting all beneficiaries whose Tickets have been unassigned for any reason. WIIRC staff receive special training to conduct these duties. Task 4 of this SOW describes a call center that expands the WIIRC duties to all call center staff.

SSA will provide the PM contractors the necessary access to the Ticket Program Data Operation Center Manager (TPDOCM), along with any technical assistance required for system access and utilization, directly or through the TPDOCM contractor.

C-2 PROJECT OBJECTIVES AND DESCRIPTION

Securing the services of a BASS will enable SSA to meet the objectives of the Ticket Program as summarized below:

1. Conduct Outreach to Beneficiaries

The BASS shall implement and manage an ongoing, nationwide effort to Ticket-eligible beneficiaries to educate them on the benefits of participating in the Ticket Program.

2. Facilitate Beneficiary Access to ENs.

The BASS shall assist SSA in developing and executing strategies to facilitate access by Ticket-eligible beneficiaries to ENs capable and willing to serve them.

3. Ensure Timely and Accurate Communication

The BASS shall assist SSA by operating a call center with knowledgeable staff, and by maintaining a web site that will provide program-related information and a platform for beneficiaries to post and read comments about the Ticket Program.

C-3 SERVICES TO BE PERFORMED

The specific tasks enumerated below represent those specific contract services for which the BASS is responsible. An outline of the deliverables associated with each of these tasks is found in Section F, Deliveries or Performance.

- Task 1. Contractor Orientation
- Task 2. Start-Up Plan
- Task 3. System Access and Utilization
- Task 4. Call Center Operations (including Work Incentives and Information Referral Center)
- Task 5. Beneficiary Support Web Site
- Task 6. Beneficiary Outreach
- Task 7. Support for Work Incentives Seminar (WISE) Events
- Task 8. Facilitating Beneficiary Access to Employment Networks
- Task 9. Beneficiary Satisfaction Surveys
- Task 10. Prepare Office of Management and Budget Clearance Package
- Task 11. Beneficiary Dispute Resolution
- Task 12. Response to Sensitive Inquiries
- Task 13. Management Information and Progress Reports
- Task 14. Facilitation of Audits
- Task 15. Periodic Meetings
- Task 16. Contractor Coordination

TASK 1. CONTRACTOR ORIENTATION

A. The BASS shall contact the Contracting Officer's Technical Representative (COTR) no later than three calendar days following contract award to arrange an orientation by appropriate Social Security personnel at Social Security Administration Headquarters in Baltimore, MD. This orientation will include:

- an overview of the Ticket Program;
- a thorough discussion of contract requirements and expectations;
- contract start-up activities;
- access to and utilization of Ticket Program systems and data bases; and

- relationship/coordination with other Ticket Program support contractors, including assumption of any transitional requirements, as necessary.
- B. The BASS shall be prepared to discuss in detail project start-up activities to facilitate the **immediate and effective** implementation and administration of this contract, including the following:
- acquiring necessary facilities and equipment;
 - recruiting, hiring, and training staff;
 - establishing the necessary systems access and utilization capabilities;
 - planning for overall project management (including coordinating activities with SSA and/or the TPDOCM contractor, the OSM, and other program contractors);
 - identifying key initiatives and project milestones; and
 - citing perceived problems or concerns and their proposed resolutions.

TASK 2. START-UP PLAN

The purpose of this task is for the BASS to finalize the contract start-up plan submitted as part of the BASS's technical proposal.

A. Final Start-Up Plan

The BASS shall submit the final start-up plan to the COTR within the timeframes stated in Section F, Deliveries or Performance. The start-up plan shall explain in detail the steps to be taken and corresponding milestones to be achieved by the BASS to:

- Become thoroughly familiar with information technology systems, data bases, and data elements required to support Ticket Program recruitment and outreach activities.
- Acquire a full understanding of the integral relationship between the information technology system supports cited above and the requirements of this solicitation.
- Acquire a full understanding of the relationships between the OSM, BASS, SSA, the TPDOCM contractor, as well as other program contractors, and the importance of these relationships in accomplishing the requirements of this solicitation.
- Establish a stand-alone system/data base(s) necessary to input, process, and report management information data not captured in the TPDOCM.
- Establish connectivity with the TPDOCM system and any interface between the BASS stand-alone system/data base(s) and the TPDOCM system, as appropriate.
- Test, validate, and verify BASS connectivity with the TPDOCM system, functionality of the BASS stand-alone system/data bases(s), and any interface between the BASS stand-alone system/data bases(s) and the TPDOCM

system, as appropriate.

- Establish system server capabilities to interact with a single or multiple data application environment (based on SSA-furnished specifications) for purposes of:
 - BASS staff access/retrieval of SSA-provided record data from a designated source (i.e., the OSM) and use that data in accordance with contract requirements;
 - BASS staff access/initiation/retrieval of electronic mail items transmitted from multiple sources (e.g., SSA, the OSM, and the general public); and
 - additional systems integration and data sharing capabilities identified by SSA as needed (e.g., management information reports).
- Designate a chief security official who will act as a liaison with the COTR and/or the TPDOCM contractor on systems security and privacy matters.
- Acquire a full understanding of Ticket Program business processes and SSA's beneficiary outreach goals.
- Build and staff an operation capable of designing and executing beneficiary outreach and access strategies in accordance with the requirements of this solicitation.

Upon approval of the plan by the COTR, the BASS shall begin work immediately on the start-up phase of this contract.

B. Ticket Program Business Process

The BASS shall become thoroughly knowledgeable of the Ticket Program Business Process and the relationships among the key Ticket Program players, including SSA, the other Ticket Program support contractors, ENs, State VR agencies, and Ticket-holders, to understand the environment in which the BASS will be functioning and the operations and system supports necessary to accomplish all operations support requirements under this solicitation.

C. Assumption of Current PM Duties

The current PM contracts expire on 09/28/2010 for OSM and 11/29/2010 for PMRO. Through that date the current PMRO will maintain and support all Ticket Program recruitment and outreach, including but not limited to EN recruitment, beneficiary outreach, and facilitating beneficiary access to ENs, while the BASS implements the start-up plan.

SSA shall furnish the BASS all Government-owned documentation and data developed by the current PMs to implement and support the beneficiary access and support services described in Task 8 of this solicitation.

The BASS shall maintain communications with the COTR, the TPDOCM contractor, and the current OSM and PMRO to coordinate all start-up activities.

D. Start-Up Status Reports

The BASS shall prepare status reports that detail progress in all critical areas of the start-up plan. These reports shall be submitted to the COTR electronically on a weekly basis until all contract start-up activities are completed.

E. Completion of Start-up Activities

The BASS shall provide the COTR with verification in writing that all start-up activities have been completed as indicated in Section F (Deliveries or Performance). At that point the COTR shall direct the BASS to assume full responsibility for beneficiary access and support services activities.

Note: The COTR may conduct on-site visits of contractor facilities to review the status of the BASS's start-up activities and/or inspect operations readiness prior to final approval.

TASK 3. SYSTEM ACCESS AND UTILIZATION

Ticket Program operations are supported by two complimentary electronic information technology systems/data bases, a proprietary system managed by the TPDOCM and a system managed by SSA. The systems perform the following functions: (1) access and retrieve information from SSA control files, (2) update SSA files, (3) accept data entries, (4) generate program-related notices and (5) generate management information and program data reports.

The purpose of this task is to provide requirements for the BASS to become expert in, access, and utilize this system in the completion of the requirements of this solicitation, as well as establish other systems/data base(s) capable of collecting and reporting data not available through the TPDOCM.

A. Accessing the TPDOCM

At the time of the contractor orientation described in Task 1 (Contractor Orientation) above, the COTR will arrange a meeting with the BASS and the TPDOCM to orient appropriate BASS managerial, lead, and technical staff to the requirements and interactions necessary to successfully access and retrieve information from the Ticket Program system and data bases maintained by SSA and/or by the TPDOCM.

B. Familiarization with Management Information Data Elements in the TPDOCM

The BASS shall review and become thoroughly familiar with management information data elements found in SSA's and TPDOCM systems, which shall include, but not be limited to, the following data categories:

1. Comprehensive data relating to all ENs and SVRAs.
2. A **concatenated**, cleaned master EN/beneficiary Ticket assignment file. This file will include all active Ticket holders and their ENs as well as beneficiaries whose Tickets are in use with SVRAs.
3. Comprehensive Ticket tracking data, including payment data and assignment history.
4. EN data; e.g.:
 - Description of EN
 - State(s) EN is located
 - Address (addresses for multiple locations)
 - Primary contact person for data and information
 - Geographic area served including national coverage
 - Type of business (non-profit, for profit, State Agency or agency affiliated, etc.)
 - Services offered
 - Disability specialization, if any (i.e., particular types of disabilities that EN targets; e.g., blind, deaf, mentally impaired, musculoskeletal impairments, traumatic brain injuries).

C. Modifications to the Ticket Program System and Data Bases

The BASS, as appropriate, shall alert the COTR and/or the TPDOCM of proposed modifications to the Ticket Program system and data bases that would improve the BASS's capability of performing the requirements of this solicitation. Such requests shall be in writing and provide a detailed justification for the proposed modification.

D. Connectivity with TPDOCM

The BASS shall work with SSA and the TPDOCM to insure connectivity with SSA and TPDOCM systems at the user end, including procuring necessary hardware and software.

E. Security Clearances

The BASS shall work through the COTR to obtain from SSA the necessary security clearances, profiles and access identifiers for designated contractor employees prior to accessing SSA and TPDOCM systems.

F. BASS Stand-Alone System/Database(s)

The BASS shall establish a stand-alone system/data base(s) necessary to enter, process, store, and report management information obtained from SSA and TPDOCM systems or from other sources as appropriate.

1. The BASS system/data base(s) shall be capable of capturing data in the following categories:

a. Beneficiary outreach, access and support services data as described in Tasks 6, 7, 8, and 9 below.

b. Beneficiary Communication

- Length of calls/email response preparation;
- Number of rings before answer;
- Number of calls received by automated message;
- Turnaround time to respond to automated message calls/inquiries; and
- Number of calls requiring foreign language and text services

c. Administrative data

--All general administrative data included in the Monthly Contract Progress Report; e.g.:

- invoices and budgets, travel expenses required under the contract;
- special studies and reports conducted under the contract; and
- responses to audits by the Office of the Inspector General (OIG) and/or the Government Accountability Office (GAO) or other contractor auditors.

--A comprehensive listing of all deliverables under this contract, delivery dates, the status of each deliverable, and information as to any alterations to the original delivery schedule in the contract.

d. Ad-hoc studies and reports

The BASS stand-alone system/data base(s) shall be capable through modification and/or increasing storage capacity of permitting collection, storage, and manipulation of new data elements and information with which to generate ad-hoc and periodic reports. The BASS shall alert the COTR of any requirements for generating ad hoc reports.

2. The BASS shall maintain backup system(s) to prevent data loss and system down time.

G. Integrity/Accuracy of Data

The BASS shall be responsible for ensuring the integrity/accuracy of any data input to the TPDOCM system and to the BASS's stand-alone system, and for resolving any erroneous data inputs and correcting any erroneous management information reports.

H. Ownership of Data

All data provided the BASS by SSA and/or the TPDOCM contractor, derived by the BASS from SSA data, and obtained by the BASS through performance of the requirements of this contract are the property of SSA.

I. Protecting SSA Information and Information Systems Security

1. The BASS shall meet all Government rules and regulations concerning the protection of confidential and personal information of beneficiaries and SSA's systems security.
2. The BASS shall designate a chief security official who will act as a liaison with the COTR and/or the TPDOCM contractor and the OSM on systems security and privacy matters.

J. Work Incentive Planning and Assistance (WIPA) Database for Beneficiary Referrals to WIPAs

The BASS shall be responsible for making referrals to WIPA project according to Task 4.G. Accordingly, the BASS shall be familiar with the WIPA program's electronic Efforts to Outcomes (ETO) database, specifically with reference to the Information and Referral (I&R) section.

TASK 4. CALL CENTER OPERATIONS

A. The BASS shall establish and maintain a toll-free telephone number service to be marketed to prospective beneficiary users by SSA as the "SSA Ticket to Work Hotline" (Hotline). The purpose of this service shall be to:

- Assist beneficiaries in locating and assigning their Ticket to ENs who can provide services that lead to increased work activity and earnings;
- Provide enhanced assistance to beneficiaries whose Tickets have been unassigned or who received services from an SVRA that has closed the case;
- Respond to general inquiries relating to the Ticket Program and other resources for beneficiaries who are considering work;
- Make appropriate referrals to WIPA projects; and
- Provide basic information about all SSA disability work incentives, including a beneficiary's rights and responsibilities.

B. Under the current contract the OSM has the responsibility for maintaining the Ticket Program call center. The BASS will provide their plan for assuming this task while ensuring that there is no break in service.

C. The toll-free service shall provide the following capabilities:

1. Operate from 8:00 a.m. to 8:00 p.m., Eastern Time, Monday through Friday of each week, excluding Federal holidays;
2. Provide simultaneous service to multiple callers;
3. Provide Spanish language service; and
4. Provide Text Telephone Communication Service for the hearing and speech-impaired;
5. Provide after hours service via voicemail.

D. The nature of inquiries and actions shall include, but not be limited to, the following topics.

1. Assisting beneficiaries in locating and assigning their Ticket to ENs.

The Hotline shall:

a. As provided in Task 8, provide current information on EN availability and services (including requests for lists of ENs located in a geographic area and ENs specializing in or providing services for people with specific impairments; e.g., blind individuals);

b. As provided in Task 8, assist all beneficiaries whose Tickets have been unassigned and all beneficiaries who received services from an SVRA, where the SVRA elected to receive payment under the cost reimbursement option and has closed the beneficiary's case;

c. Take appropriate action on requests for a "Ticket on Demand." A Ticket-eligible beneficiary may request a Ticket on Demand in cases where he/she does not receive a Ticket or requires a replacement Ticket for any reason. In such instances, the beneficiary may contact the BASS Hotline to request a Ticket. The BASS shall immediately transfer the beneficiary's call to the OSM, which will consult SSA's control file to confirm Ticket eligibility and then mail a new or replacement Ticket to the beneficiary using a format prescribed by SSA;

d. Take appropriate and immediate action on questions from beneficiaries about Ticket status and Ticket assignments; and

e. Take appropriate action on questions from beneficiaries about Timely Progress Reviews. SSA periodically conducts medical reviews to determine if an individual continues to meet the medical requirements to collect disability. If the

person does not continue to meet the medical requirements, SSA may stop the disability benefits. Beneficiaries who are participating in the Ticket Program will not undergo medical reviews as long as they are making “timely progress.” Periodically SSA, through the OSM, will conduct a Timely Progress Review for each beneficiary who is participating in the Ticket Program. The mailing associated with these reviews will generate calls to the Hotline, and the BASS shall immediately transfer such calls to the OSM.

2. Responding to general inquiries relating to the Ticket Program and other resources for beneficiaries who are considering work.

This shall include, but not be limited to:

- a. Basic information about the Ticket to Work Program and the resources available through the Program;
- b. Basic explanations of the impact of work on Social Security cash and related benefits;
- c. Information about reporting requirements, including telephone wage reporting, and procedures such as maintaining records of work activities and expenses;
- d. Information about basic rights of appeal;
- e. Information about the State VR process, and referrals as appropriate;
- f. Information about Protection and Advocacy for Beneficiaries of Social Security (PABSS) services, and referrals as appropriate;
- g. Referrals to organizations responsible for subsidized housing, Food Stamps, food banks, energy assistance, Medicaid and other benefits resources, as appropriate;
- h. Information about program-related activities (e.g., demonstration projects, outreach events); and
- i. Information about other resources (e.g., disability program navigator in the Department of Labor’s One-Stops under the Workforce Investment Act of 1998 and the Small Business Administration).

3. Making appropriate referrals to WIPA projects

- a. The Hotline shall make referrals to WIPA projects serving all geographic areas via approved electronic media. This includes cases where the Hotline determines

that a referral to a WIPA is appropriate based on an inquiry from a beneficiary, as well as cases where the beneficiary contacts a WIPA, which then refers the information to the Hotline. In making these referrals, the Hotline shall perform all I&R functions for all WIPA projects.

The Hotline shall ensure that all referrals to WIPA projects are appropriate; i.e., beneficiaries who desire a thorough analysis of the impact of work on their benefits in order to make full use of the services and supports available to them as they advance toward self-supporting employment. The Hotline shall function as an intermediary service and shall not be designed to replace WIPA services.

b. In making a referral, the Hotline shall:

- 1) Verify and relay electronically to the WIPA project selected beneficiary information available to the BASS from approved Ticket Program data bases;
- 2) Document a referral of a beneficiary to a WIPA by completing all required fields in the I&R section of the WIPA program's electronic ETO data base.

4. Providing basic information about all SSA work incentives, as follows:

- a. Title II work incentives, including trial work period, substantial gainful activity (SGA) determinations, including impairment-related work expenses (IRWE) and subsidy deductions, extended period of eligibility, expedited reinstatement of benefits and reapplication for disability benefits;
- b. Title XVI work incentives, including student earned income exclusion, earned income exclusion, IRWE, blind work expenses, continued Medicaid for people who work, property essential for self-support and an introduction to the Plan to Achieve Self-Support; and
- c. Title XVIII work incentives, including extended Medicare coverage and Medicare for beneficiaries with disabilities who are working.

E. The Hotline shall be staffed by trained inquiry specialists capable of providing a wide range of information necessary to respond to general and specific inquiries regarding the Ticket program and other resources described above. As described in subsection F below, inquiry specialists must be capable of performing tasks that are more complex than those required in a typical call center. The BASS shall anticipate receiving most inquiries from ticket-eligible beneficiaries. However, inquiries may be received from SSA employees, ENs, State agencies, other Federal agencies (including the President's executive staff and Congressional staffs), advocacy groups, and other interested parties representing the public at large. The BASS shall refer calls from ENs to the OSM.

The Hotline inquiry specialists shall be capable of:

- Assisting beneficiaries in locating ENs who would be willing to accept their Ticket and can provide appropriate services;
- Providing special assistance in locating ENs to beneficiaries whose Tickets have been unassigned, or who were receiving services from an SVRA where the SVRA elected to receive payment under the cost reimbursement option and has closed the beneficiary's case;
- Answering general and specific questions about the Ticket Program and other SSA work supports;
- Differentiating between calls related to the Ticket Program, employment, and rehabilitation, and calls requiring referrals to other support organizations (such as State VR agencies, WIPA projects, and PABSS organizations) or SSA;
- Making appropriate referrals to WIPAs, including all I&R functions;
- Registering interested beneficiaries for WISE events in their areas;
- Identifying calls related to Ticket on Demand, Timely Progress Reviews and Ticket status and Ticket assignments and referring them directly to the OSM;
- Referring non-Ticket related calls to the appropriate offices or organizations.

F. The Hotline inquiry specialists shall maintain comprehensive logs of the types, subject matter, length, and disposition of all calls broken out by the categories listed in subtask 4D above (plus an "all other" category). This information shall be made available to SSA upon request.

G. SSA will provide the following supports to the Hotline towards the completion of activities under this task:

- a. Knowledge, skills and abilities required for Hotline staff;
- b. Access to all necessary SSA electronic data bases;
- c. Access to ongoing technical support for SSA's contractor-supported ETO data base; and
- d. Work incentives training and ongoing technical support provided by SSA's WIPA Training and Technical Assistance contractor.

H. The Hotline shall be capable of receiving and responding to inquiries transmitted via electronic mail (email). The BASS shall establish and maintain an email address that will be marketed by SSA to prospective users concurrently with the Ticket to Work Hotline toll-free telephone number.

I. In its proposal, the contractor shall provide target goals for all metrics appropriate to call center operations, e.g., service level, response time, abandon rate and blockage. The contractor also shall describe their proposed quality assurance methods to ensure that they meet these goals.

TASK 5. BENEFICIARY SUPPORT WEB SITE

The BASS shall establish and manage a web site to provide critical information to beneficiaries in an easily accessible format. The focus of the web site shall be to (1) alert Ticket-eligible beneficiaries to EN and State VR services available to them under the Program; (2) provide information related to the performance of ENs; and 3) maintain and monitor a section where beneficiaries can post comments on their experiences in the Ticket Program.

A. The web site shall include, but not be limited to, the following topics:

1. General information about the Ticket Program;
2. Information about the availability of services offered by ENs and State VR agencies, WIPAs and PABSS;
3. Information on the results of the Annual Performance and Outcome Report/EN Report Card collected by the OSM. This information will be produced by the OSM and SSA will provide it to the BASS;
4. A monitored user comments section;
5. Success stories developed by the BASS; and
6. Links to other web sites of interest to Ticket Program participants, as well as the vocational rehabilitation community at large.

B. The web site shall meet all technology access requirements of Section 508 of the Rehabilitation Act of 1973, as amended.

C. The contractor shall ensure that web site contents are reviewed no less than weekly to add new information, update current information, and eliminate outdated information

TASK 6. BENEFICIARY OUTREACH

The BASS shall develop, implement, and manage an ongoing, nationwide outreach effort to Ticket-eligible beneficiaries to educate them on the benefits of participating in the Ticket Program. Through this effort the contractor shall increase beneficiary participation in the Ticket Program by at least 20,000 additional ticket assignments each year.

Elements of this effort shall include, but not be limited to:

- Developing and implementing targeted outreach campaigns, messages and materials, and identifying delivery channels for reaching beneficiaries and their support groups;
- Conducting outreach activities such as public awareness and education forums for targeted audiences, such as SSA Ticket-eligible beneficiaries and their families, youth with disabilities, advocacy and support groups, etc;

- Working with SSA staff to coordinate outreach events and develop marketing materials as needed; and
- Using internet-based marketing and social media.

Targeted Marketing

The BASS shall develop and implement methodologies and strategies for targeting Ticket-eligible beneficiaries who are the most likely candidates to work and participate in the Ticket Program. Research to date has shown that the most likely candidates to participate in the Ticket Program are younger individuals with a previous work history. SSA shall provide the BASS with any available data to assist in the completion of this task.

TASK 7. SUPPORTING WORK INCENTIVES SEMINAR (WISE) EVENTS

- A. As part of their beneficiary outreach efforts, the BASS shall assist the WIPA projects in planning and marketing at least 500 WISE events nationwide each year. The BASS shall ensure that at least 10,000 beneficiaries attend these events each year. The BASS shall be responsible for:
- locating and generating a list of beneficiary invitees for each WISE;
 - submitting list of beneficiaries and sample WISE invitation with local event information to SSA;
 - recruiting ENs to participate;
 - placing follow up calls to ENs and registered beneficiaries the week before the WISE;
 - developing marketing and messaging presentations for use by the WIPAs to ensure consistency in all the WISE presentations;
 - training the WIPAs on the use of these presentations;
 - training the WIPAs on SSA messaging;
 - instructing WIPAs on the use of a WISE registration website hosted by the BASS;
 - counting returned invitations and running statistical analysis of successfully mailed invitations; and
 - printing WISE invitations until the time that a Government Printing Office printing contract is awarded. At that time the BASS shall work in conjunction with the new contractor to provide invitee lists and ensure that the mailings are done within specified time frames.
- B. In addition, the BASS shall be responsible for housing the online WISE for their website, and for the production of a WISE on DVD and WISE presentation files that can be downloaded from their website.

TASK 8. FACILITATING BENEFICIARY ACCESS TO ENs

The BASS shall facilitate access by Ticket-eligible beneficiaries to ENs capable and willing to serve them. In addition to fulfilling the requirements of this task, the BASS's

analysis conducted under this task will be very useful in ensuring that the OSM has all relevant information in conducting their EN recruitment and activation tasks.

- A. The BASS shall provide beneficiaries with current information on EN availability and services (including requests for lists of ENs located in a geographic area and ENs specializing in or providing services for people with specific impairments; e.g., blind individuals).
- B. The BASS shall perform ongoing analysis of the barriers to EN-beneficiary linkage to assist SSA in developing strategies to overcome those barriers. In performing this analysis the BASS shall consult with SSA staff, as well as survey other available information sources (e.g., the OSM).
- C. The BASS shall prepare specialized lists of ENs and other EN-related data to be provided to the SSA (or SSA's designated agents) upon request to assist in the development, implementation, and maintenance of pilot projects to facilitate linkage between beneficiaries and ENs who are capable and willing to provide required services.
- D. The BASS shall assist all beneficiaries whose Tickets have been unassigned, regardless of whether the beneficiary or the EN made that request. The BASS will access this information once per business day through SSA's system/database. The BASS shall make a determination of at least 90 percent of these beneficiaries' needs within 10 days of receiving information that the Ticket was unassigned. If appropriate, the BASS will help these beneficiaries find an EN who is willing and able to provide support services.
- E. The BASS shall assist all beneficiaries who received services from an SVRA, where the SVRA elected to receive payment under the cost reimbursement option and has closed the beneficiary's case. The BASS will access this information once per business day through SSA's system/database. The BASS shall make a determination of at least 90 percent of these beneficiaries' needs within 10 days of receiving information that the SVRA case was closed. If appropriate, the BASS will help these beneficiaries find an EN who is willing and able to provide support services.

TASK 9. BENEFICIARY SATISFACTION SURVEYS

The Ticket to Work and Work Incentives Improvement Act directs SSA to conduct periodic surveys of beneficiaries receiving services under the Ticket Program to ensure effective quality assurance in the provision of services by ENs. In this task the BASS will identify and work with a nationally recognized expert on conducting surveys on the use and effectiveness of return to work and rehabilitation services. SSA will provide the minimum data elements to be captured by the survey. Based on this, the expert will develop the survey instrument, determine the survey sample, and the method of conducting the survey. After SSA receives OMB clearance for the survey instrument (if necessary; see Task 11), the expert contractor shall conduct the surveys, and the

contractor shall provide a complete analysis of survey results. The BASS shall share the results of each survey with SSA according to the schedule in section F.2.

TASK 10. PREPARE OFFICE OF MANAGEMENT AND BUDGET (OMB) CLEARANCE PACKAGE

If the survey instrument has not received OMB approval, the contractor shall prepare a draft OMB clearance package for the beneficiary survey instrument and associated data collection. The contractor shall participate in any briefings with OMB on the survey clearance package. After OMB comments are received, the contractor shall prepare a final OMB clearance package that takes into consideration any modifications imposed by OMB. While SSA retains the ultimate responsibility for obtaining OMB approval, the draft package is intended to assist SSA in that process. Critical components of the draft OMB clearance package for which the contractor is responsible include:

- the supporting statement;
- detailed questionnaire descriptions;
- consent forms to be signed by all respondents explaining the voluntary nature of the project and the rights of the respondent; and
- copies of the final survey instruments in each language in which it is to be administered.

The supporting statement must include: (1) survey justification -- necessity of information collection, use of information, efforts to reduce the burden of responding, efforts to identify and reduce duplication, assurance of confidentiality, estimates of collection burden, plans for tabulation, statistical analysis, and publication; and (2) statistical methods -- potential respondent universe and sampling method, procedures for collection of information, methods to maximize response rates, and tests of procedures or methods. At the time the OMB package is produced, the sample design will be based on the theoretical development that will not have been tested because the data necessary to do so will not yet be available.

The contractor shall frequently consult with the COTR during preparation of the draft OMB clearance package to ensure that all required elements are included. The contractor's final draft of the clearance package shall be delivered to the COTR.

TASK 11. BENEFICIARY DISPUTE RESOLUTION

A. The BASS shall be responsible for resolving disputes between beneficiaries and ENs in accordance with dispute resolution procedures they establish. In order to ensure an orderly and efficient process for resolving beneficiary disputes, the BASS shall, within the timeframe stated in Section F:

1. Advise beneficiaries of the role and availability of PABSS grantees in the dispute resolution process, as appropriate. As necessary, alert the appropriate PABSS grantee of the need for participation in an EN/beneficiary dispute.

2. Refer to SSA all instances of dispute between a beneficiary and an EN for which the BASS cannot negotiate a mutually agreeable resolution.
 3. Submit such referrals in writing and clearly set forth the issue(s) at hand; the facts pertaining thereto; any relevant evidence; and the BASS's conclusion(s), recommendation(s) and supporting arguments, including appropriate statements or quotes from the statute and/or regulations.
- B. Disputes between beneficiaries and State VR Agencies shall be referred to the State Client Assistance Program under the Rehabilitation Act of 1973. Both SSA and the OSM shall be notified of such referrals.
- C. The BASS shall maintain discrete and comprehensive records of all instances of disputes referred to the SSA, and shall provide assistance to the SSA as necessary to facilitate the investigation and resolution of each issue.
- D. The BASS shall be available to assist the SSA with implementation of the SSA decision with respect to any programmatic, administrative or other actions required under this task or by the statute and/or regulations.
- E. The BASS shall provide a summary of all dispute resolution activities in the Monthly Contract Progress Report.

TASK 12. RESPONSE TO SENSITIVE INQUIRIES

The BASS shall notify the COTR of any inquiries regarding the Ticket Program that appear to be sensitive.

- A. In order to ensure an orderly and efficient process for responding to sensitive inquiries, the BASS shall, within the timeframes stated in Section F:
1. Notify the COTR immediately, by telephone and confirmation by email, of inquiries from public officials, the President's executive staff, Congressional delegates and staff, other government officials and agencies, and the news media.
 2. Provide complete information with respect to the caller, the nature of the call, the issues raised, the name of the beneficiary if the call is made on a beneficiary's behalf, and the disposition of the call.
- B. The COTR shall inform the BASS of any action to be taken to respond to the inquiry, as appropriate.
- C. A summary of sensitive inquiries and their disposition shall be included in the Monthly Contract Progress Report.

TASK 13. MANAGEMENT INFORMATION AND PROGRESS REPORTS

This task describes the BASS's responsibility for capturing, inputting, and generating data on activities relating to facilitating beneficiary access to ENs, call center and website operations, and support of WISE events. This task also describes the BASS's responsibility with regard to progress reports.

A. The BASS shall collect, enter, and report on a regular and recurring basis the following data relating to:

1. Beneficiary Access to ENs

- Assistance to beneficiaries whose Tickets have been unassigned, including the number, timeliness and nature of determinations; and
- Assistance to beneficiaries who received services from an SVRA, where the SVRA elected to receive payment under cost reimbursement and has closed the beneficiaries' case, including the number, timeliness and nature of determinations.

2. Call center operations

- Number of incoming and outgoing calls;
- Identification of the caller and/or caller organization;
- Reason for/subject matter of the call;
- Disposition of the call; and
- Number of I&R referrals to WIPA projects.

3. Website operations

- Site visits, including average per day;
- Page visits;
- Referring site; and
- Number of comments.

4. Support for WISE events

- Number of events;
- Location of events;
- Beneficiaries attending;
- ENs attending; and
- Requests for DVD and downloadable file.

B. Progress Reports

The BASS shall prepare and provide to the COTR regular progress reports as described below.

1. Monthly Contract Progress Reports. These reports shall include, but not be limited to, the following information:

- Summary management information, in chart form, with respect to the data elements identified in section A.1-4 of this Task. This information shall be provided for the current month and for the year to date;
- Comprehensive description of general progress in performing the work under the contract during the month and cumulatively year-to-date. The description shall include information as to the completion of specific tasks, difficulties or problems encountered in achieving the requirements, resolutions achieved and issues remaining. This report shall discuss the BASS's outlook for completing outstanding tasks including definitive completion dates;
- Any changes to the BASS's technical approach;
- Comprehensive description of issues requiring the COTR's or the Contracting Officer's decision with regard to the administration of the contract;
- Comprehensive description with respect to how performance standards under this contract have been or are being met;
- Summary of all quality assurance activities and pertinent findings pursuant to Task 8 (Support for Work Incentives Seminar (WISE) Events) and Task 9 (Beneficiary Access to Employment Networks);
- Summary of all dispute resolution activities pursuant to Task 12 (Dispute Resolution) above;
- Description of any audit activities pursuant to Task 15 (Facilitation of Audits) below; and
- Comprehensive cost information that reflects the use of resources for the current month, as well as year-to-date. At a minimum the comprehensive cost report must reflect:
 - The status of funds under this contract, including the total award amount, total funded amount, expenditures for the month, total expenditures to date for the funding period and total expenditures for the entire contract; and
 - The inventory of staff and subcontractors utilized under this contract during the month, and year-to-date. This section shall indicate any

changes in staffing during the month, highlighting both increases and decreases in all key positions and other staffing levels, as well as any redeployment of resources among tasks.

2. Annual Contract Report.

This report shall provide a comprehensive discussion of all contract activities described in this Task for the preceding 12 months of the contract period of performance. The report shall be prefaced by an executive summary highlighting the salient points discussed in the full report.

3. Ad Hoc Reports

The BASS shall be called upon periodically to prepare ad hoc reports using data collected above but tailored to meet specific, non-routine requirements or geared to certain audiences (e.g., data related to targeted mailings).

TASK 14. FACILITATION OF AUDITS

The purpose of this task is to define the responsibilities of the BASS for participation in administrative, programmatic, and financial audits relating to the administration of this contract. To this end, the BASS shall:

- A. Provide assistance in facilitating audits conducted by SSA, OIG, the GAO, and/or other auditors as required by SSA.
- B. Report any audit activities in the Monthly Contract Progress Report.

TASK 15. PERIODIC MEETINGS

- A. The BASS shall meet with the COTR on a regular basis to discuss and review issues of mutual concern with regard to contract administration and the achievement of program objectives. Meetings may be as frequent as weekly or as occasional as quarterly.
- B. It is expected that most meetings will be conducted via teleconference, although the BASS should plan for at least twelve (12) meetings to be held at SSA Headquarters in Baltimore, MD, during any given year.

TASK 16. CONTRACTOR COORDINATION

As indicated in Section C-1.B.5. (Definition of Program Manager), responsibility for Ticket Program administration and support will be divided between two (2) contractors.

- A. The COTR shall be responsible for overseeing and monitoring the contractors' performance and providing technical direction, as necessary.
- B. The BASS shall coordinate with SSA and/or the TPDOCM contractor, the OSM (upon award of the OSM contract), and the current PMRO contractor, those activities that impact the performance of the BASS contract. To this end, the BASS shall:
- Collaborate to develop procedures to facilitate any coordinative activities (e.g., data exchanges, data input and access with respect to the Ticket Program data files maintained by SSA and/or the TPDOCM contractor, proposed systems modifications);
 - Bring immediately to the attention of the COTR for resolution any communications or process breakdowns between contractors if they cannot be resolved otherwise; and
 - Attend Ticket Program contractor meetings called by the COTR to discuss issues of mutual interest.

SECTION D

PACKAGING AND MARKING

D-1 MARKING

All deliverables hereunder shall be marked on the outer wrappings with the contractor's name, address where shipment originated, contents of package(s) and contract number under which delivery is being made.

Each package, report or other deliverable hereunder shall be accompanied by a letter or other document which:

- Identifies the contract number for which the item(s) is being delivered;
- Identifies the deliverable or report which generated the item(s); and
- States whether the contractor considers the delivered item(s) to be a partial or full consideration of the requirement.

SECTION E

INSPECTION AND ACCEPTANCE

E-1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more Federal Acquisition Regulation (FAR) clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at an of these addresses:

www.arnet.gov

<http://farsite.hill.af.mil/vffar1.htm>

CLAUSE	TITLE	DATE
52.246-5	Inspection of Services-Cost-Reimbursement	Apr-84

E-2 INSPECTION AND ACCEPTANCE

- (a) The contracting officer or the duly authorized representative will perform inspection and acceptance of materials and services to be provided.
- (b) For the purpose of this section, **Theola Snowden**, is the authorized representative of the contracting officer.
- (c) Inspection and acceptance will be performed at SSA's Headquarters, Woodlawn, MD and other sites as applicable.

SECTION F
DELIVERIES OR PERFORMANCE

F-1 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this address: <http://www.arnet.gov>.

CLAUSE	TITLE	DATE
52.242-15	Stop-Work Order (AUG 1989), Alternate I	Apr-84
52.247-35	F.O.B. Destination, Within Consignee's Premises	Apr-84

F-2 DELIVERIES OR PERFORMANCE

The work to be performed hereunder shall be completed by not later than 60 months after the date of contract award. The work is to be accomplished by phases. The following are the estimated periods of performance of each phase:

Period	Description	Completion Date
Base year	Implementation of BASS Services	12 months from date of contract award
Option 1	Continuation of the BASS Services	24 months from date of contract award
Option 2	Continuation of the BASS Services	36 months from date of contract award
Option 3	Continuation of the BASS Services	48 months from date of contract award
Option 4	Continuation of the BASS Services	60 months from date of contract award

The following items shall be delivered to the Contracting Officers Technical Representative (COTR) (FOB Destination):

Name: **Theola Snowden**

Address: **Social Security Administration
232 Operations Bldg
6401 Security Blvd
Baltimore, MD 21235**

Email: Theola.Snowden@ssa.gov

An electronic copy in the appropriate Microsoft Office format, shall be sent to the COTR and the contracting officer (additional names will be added at a later date). Items sent monthly shall be within three days after the end of the monthly timeframe unless otherwise indicated. Days listed on this schedule are calendar days unless otherwise indicated.

Item #	TASK	DESCRIPTION	DUE DATE
1	1.A	Arrange orientation meeting with COTR	Not later than (NLT) three (3) days following contract award
2	2.A	Final Start-up Plan	NLT 7 days after orientation
3	2.D	Prepare Start-Up Status Reports	Weekly, following SSA approval of deliverable #2
4	2.E	Certify completion of start-up activities	30 days after award
5	3.A	Contact COTR to arrange SSA systems orientation meeting and review systems file access retrieval	To be held in conjunction with Task 1.A
6	3.A-B	Be capable of TPDOCM access/utilization and become familiar with management information data elements as described under this section	30 days after award
7	3.E	Establish stand-alone systems as adjunct to TPDOCM	30 days after award
8	3.H.2	Designate Chief Security Officer	7 days after award
9	4	Certify completion of the establishment of the toll-free telephone call center process	30 days after award
10	5	Establish beneficiary support web site	30 days after award
11	8.A	Provide database of current ENs	30 days after award and ongoing
12	8.D	Determine 90 percent of beneficiaries' needs after ticket unassignment	NLT 10 days after receiving information
13	8.E	Determine 90 percent of beneficiaries' needs after VR case closure	NLT 10 days after receiving information
14	9, 10	Draft OMB clearance package, including survey instrument	90 days after award
15	10	Revised OMB clearance package	60 days of receiving OMB comments

16	9	Conduct beneficiary satisfaction survey	3 months of receiving OMB approval
17	11	Dispute resolution	Initial contacts with disputing parties shall be made within 1 business day of receipt of dispute
17	11	Dispute resolution	Refer all disputes to SSA within 1 business day of determination that they cannot be resolved
18	12	Response to sensitive inquiries	Notify the COTR immediately by telephone and within 1 business day followed up electronically
19	9	Submit survey analysis	60 days following each survey
20	13.D.1	Monthly contract progress reports	Monthly, NLT 14 workdays following last day of month
21	13.D.2	Annual Report	Annually, NLT 30 days following period of performance
22	14	Facilitation of audits	As requested

F-3 PLACE OF PERFORMANCE

Services shall be performed at the contractor's facility and Social Security Administration facilities.

SECTION G

CONTRACT ADMINISTRATION DATA

G-1 DESIGNATION OF GOVERNMENT CONTRACT SPECIALIST

Erica Day, Contract Specialist, Division of Programs Contracts, has been assigned to administer the contractual aspects of this contract. However, changes in the Scope of Work, contract cost, price, quantity, quality, or delivery schedule shall be made only by the Contracting Officer by a properly executed modification. All correspondence that in any way concerns the terms or conditions of this contract shall be submitted directly to the Contract Specialist at the following address:

Social Security Administration
Attn: Erica Day
Office of Acquisition and Grants
1st Floor - Rear Entrance
7111 Security Boulevard
Baltimore, Maryland 21244

Telephone Number: 410-965-9512

E-mail Address: erica.day@ssa.gov

G-2 PROJECT DIRECTOR AND KEY PERSONNEL

(a) The performance of the work required by this contract shall be conducted under the direction of Melanie Porter. The Government reserves the right to disapprove any successor to this individual.

(b) The key personnel under this contract shall be:

Melanie Porter – Project Director
David Haradon – Deputy Project Director

G-3 SUBSTITUTION OF KEY PERSONNEL

(a) The offeror agrees to assign to the contract those persons whose resumes were submitted with the proposal who are necessary to fill the requirements of the contract. No substitutions shall be made except in accordance with this clause.

(b) The offeror agrees that during the first ninety (90) days of the contract performance period no personnel substitutions will be permitted unless an individual's sudden illness, death, or termination of employment necessitates such substitutions. In any of these events, the contractor shall promptly notify

the contracting officer and provide the information required by Paragraph (c) below. After the initial ninety (90) day period, all proposed substitutions must be submitted, in writing, at least fifteen (15) days, (thirty (30) days if security clearance is to be obtained), in advance of the proposed substitutions to the contracting officer, and provide the information required by Paragraph (c) below.

- (c) All requests for substitution must provide a detailed explanation of the circumstance necessitating the proposed substitution, a complete resume for the proposed substitute and any other information requested by the contracting officer needed by him to approve or disapprove the proposed substitution. All proposed substitutes must have qualifications that are equal to or higher than the qualifications of the person to be replaced. The contracting officer or his authorized representative will evaluate such requests and promptly notify the contractor of his approval or disapproval thereof.
- (d) The contractor further agrees to include the substance of this clause in any subcontract, which may be awarded under this contract.

G-4 CONTRACT ADMINISTRATION

The contractor's representative responsible for handling contract administration is:

Natalie McDonald, Contracts Administrator
13200 Woodland Park Rd.
Herndon, Va. 20171-3025

Phone: (703) 984-0704
Fax: (703) 984-3215
Email: mcdonald_natalie@bah.com

G-5 DESIGNATION OF GOVERNMENT CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE

- (a) The individual(s) named below is hereby designated as the Government Contracting Officer's Technical Representative (COTR). If an alternate COTR is also listed below, that person will serve in the COTR's stead when the COTR is unavailable. The COTR is responsible for the technical administration of this contract, [in accordance with the provisions of the clause included herein entitled, "Technical Direction."]

NAME

ADDRESS

Theola Snowden
410-966-8989
Theola.Snowden@ssa.gov

232 Operations Bldg
6401 Security Blvd
Baltimore, MD 21235

- (b) The COTR, or his/her authorized representative, shall be responsible for coordinating with the contractor the technical aspects of the contract. The COTR is not authorized to make any changes, which affect the contract amount, terms or conditions. The contracting officer is the only person with the authority to act as agent of the Government under this contract. Only the contracting officer has authority to: (1) direct or negotiate any changes in the Statement of Work; (2) modify or extend the period of performance; (3) change the delivery schedule; (4) authorize reimbursement to the contractor any costs incurred during the performance of this contract; or (5) otherwise change any terms and conditions of this contract.

G-6 TECHNICAL DIRECTION

Performance of the work under this contract shall be subject to the technical direction of the COTR. The term "technical direction" is defined to include, without limitation, the following:

- (a) Directions to the contractor which redirect the contract effort, shift work emphasis between work areas or tasks, require the pursuit of certain lines of inquiry, fill in details or otherwise serve to accomplish contractual statements of work.
- (b) Provision of information to the contractor which assists in the interpretation of specifications or technical portions of the work description.
- (c) Review and, where required by contract, approval of specifications or technical information to be delivered by the contractor to the Government under the contract.

Technical direction must be within the general scope of work stated in the contract. The COTR does not have the authority to, and may not, issue any technical direction which: (1) constitutes the assignment of any additional work outside the general scope of the contract; (2) constitutes a change as defined in the contract clause entitled, "Changes;" (3) in any manner causes an increase or decrease in the total estimated contract cost, fixed fee or time required for the contract performance or (4) changes any of the expressed terms, conditions or specifications of the contract.

All technical directions shall be issued in writing by the COTR or shall be confirmed by him/her in writing within 5 working days after issuance.

The contractor shall proceed promptly with the performance of technical directions duly issued by the COTR in the manner prescribed by this article and within his/her authority under the provisions of this article.

If, in the opinion of the contractor, any instruction or direction issued by the COTR is within one of the categories as defined in (1) through (4) above, the contractor shall not proceed, but shall notify the contracting officer, in writing, within 5 working days after receipt of any such instruction or direction and shall request the contracting officer to modify the contract accordingly. Upon receiving such notification from the contractor, the contracting officer shall issue an appropriate contract modification or advise the contractor, in writing, that, in his/her opinion, the technical direction is within the scope of this article and does not constitute a change under the "Changes" clause of the contract. The contractor shall thereupon proceed immediately with the direction given. A failure of the parties to agree upon the nature of the instruction or direction, or upon the contract action to be taken with respect thereto, shall be subject to the provisions of the contract clause entitled, "Disputes."

G-7 INVOICE SUBMISSION & PAYMENT RELATED INFORMATION

You may submit your invoice, electronically via email, by regular mail, or by hand carrying it to the Office of Finance at the addresses below. Your invoice must include all of the elements of a proper invoice as defined in the invoice or payment clause used in this award as well as any other information required below or in the contract.

SENDING THE INVOICE ELECTRONICALLY:

Submit your invoice either as an attachment to an email message, or within the message itself, to: OFPO.OF.DAP.INVOICES@ssa.gov.

FOR INVOICES NOT SUBMITTED ELECTRONICALLY:

Submit an original and three (3) copies of the invoice to:

If sent by mail:

Social Security Administration
Office of Finance
Post Office Box 47
Baltimore, Maryland 21235-0047

If Hand Carried:

Social Security Administration
Office of Finance
Customer Service Help Desk
2-B-4 East Low Rise Building
6401 Security Boulevard
Baltimore, Maryland 21235-0047

The telephone number of the customer service help desk is (410) 965-0607.

- Taxpayer Identification Number (TIN) and Dun&Bradstreet Number (DUNS):
In order to assist the government in making timely payments, please include your TIN, your DUNS#, and the Order Number on each invoice.
- Submission of Electronic Funds Transfer (EFT) Information and Remittance Information:

FAR Clause 52.232-34 Payment by Electronic Funds Transfer -- Other Than Central Contractor Registration, requires contractors to provide the government with the information required to make payments by EFT. If you have not signed up for Direct Deposit by EFT, you will need to complete a Direct Deposit Enrollment Form-3881 to receive payment. Go to SSA's Office of Finance Internet site at <http://www.ssa.gov/vendor/contact.htm> to obtain the form and for submission instructions.

Remittance information associated with EFT payments is now available via the Payment Advice Internet Delivery (PAID) System on the Department of Treasury's Internet site at <http://fms.treas.gov/paid/index.asp>. This site provides an explanation of the system, how it works, security and access information, a user demonstration, and registration information. There is no charge to use the PAID system.

You may also direct payment inquiries to SSA's Office of Finance by using its Financial Interactive Voice Response System (FIVR). FIVR is an automated self-service telephone system available 24 hours a day that allows direct electronic access to administrative payment information using the telephone keypad. You can access FIVR by calling (410) 965-0607. The services available through FIVR will be available through a Telecommunications Device for the Deaf (TDD) Line at 410-597-1395. Customer Service Representatives will be available to answer vendor payment inquiries Monday - Friday, between 8 a.m. and 4:30 p.m. Eastern Time.

You may also address any payment inquiries to SSA's Office of Finance by sending an email to payment.inquiries@ssa.gov, or visiting its internet site at <http://www.ssa.gov/vendor/contact.htm>. You can also access the PAID system through a link on this site.

G-8 INVOICE SUBMISSION (COST-REIMBURSEMENT) – ADDITIONAL INVOICE REQUIREMENTS

Detail Total Charges --

Invoices/vouchers shall be submitted monthly in the arrears for services performed during the previous month. In addition to the invoice requirements set forth in FAR 52.232-25, Prompt Payment, paragraphs (a)(4)(i) through (viii), each claim for reimbursement shall detail total charges by showing current and

cumulative costs, and shall include the **contract number, Taxpayer Identification Number (TIN), DUNS Number, and applicable line item numbers**. All vouchers shall be prepared and submitted in accordance with the instructions set forth in Section J, Attachment J-2.

G-9 CONTRACTOR PERFORMANCE REPORT

Interim and final evaluations of contractor performance shall be conducted on this contract in accordance with FAR 42.15, and will be prepared using the Department of Defense's Contractor Performance Assessment Report System (CPARS). The final performance evaluation shall be completed at the time of completion of work. Interim and final evaluations will be submitted to the Contractor as soon as practicable. The Contractor will be permitted thirty days to review the document and to submit additional information or a rebutting statement.

G-10 DESIGNATION OF PROPERTY ADMINISTRATOR, CONTROL AND LISTING OF GOVERNMENT PROPERTY

- a) Designation of Property Administrator
June Cromer is the property administrator for this contract and is responsible for coordinating property issues with the COTR and contracting officer. Direct questions and/or problems regarding the control of property to Ms. Cromer at June.Cromer@ssa.gov.

Note: The property administrator cannot obligate Government funds, execute modifications, or otherwise make changes to the contract.

- b) Control of Government Property
In addition to following the requirements at FAR 45.5 and 45.6 the contractor must manage Government Property in accordance with the "SSA Contractor Guide for Control of Government Property." The "SSA Contractor Guide for Control of Government Property," is incorporated by reference and available upon request.
- c) List of Government property to be furnished under this contract:

G-11 E-SRS ELECTRONIC SUBCONTRACTING REPORTING SYSTEM

The Office of Management and Budget has announced that the Electronic Subcontracting Reporting System (eSRS) became operational on October 28, 2005. As such, you are required to report your subcontracting activity via this system. The eSRS will allow contractors to enter both Subcontracting Reports for Individual contracts (formerly Standard Form 294) and Summary Subcontract Reports (formerly Standard Form 295) into a single government-wide system.

You may access the eSRS system at www.esrs.gov. If you have any questions about eSRS please contact your nearest Small Business Administration (SBA) Commercial Market Representative (CMR) at <http://www.sba.gov/GC/cmr.html> or go to the helpdesk at <http://www.esrs.gov/itils/contactUsHelp?ind=1&cck=1>.

SECTION H

SPECIAL CONTRACT REQUIREMENTS

H-1 SECURITY AND SUITABILITY REQUIREMENTS (Oct 2008)

a. Acronyms and Definitions

- **Access to a facility, site, system or information** means physical access to any Social Security Administration (SSA) facility or site, logical access to any of SSA's information systems, or access to programmatic or sensitive information.
- **CO** - Contracting Officer
- **CPSPM** – Center for Personnel Security and Project Management
- **COTR** – Contracting Officer's Technical Representative
- **PIV** – Personal Identity Verification

b. Purpose

This clause provides information regarding the Social Security Administration's (SSA) policies and procedures regarding the conduct of background investigations. The purpose of these investigations is to determine the suitability of contractor employees needing access to an SSA facility, site, system, or information. The clause also describes the process to obtain a PIV credential to gain access. The successful contractor will be required to follow the procedures set forth in this clause commencing at the time of award.

SSA requires all contractor employees to visit an SSA facility to obtain a credential after SSA has conducted and favorably adjudicated a background investigation. The COTR will inform the contractor of the location and time to obtain a credential.

This clause must be included in all subcontracts awarded by the contractor wherein subcontractor employees will have access to a facility, site, system, or information.

c. Authorities

- [Homeland Security Presidential Directive 12 \(HSPD-12\)](#)
- Office of Management and Budget Memorandum M-05-24

- The Crime Control Act of 1990, Public Law 101-647, subtitle E, as amended by Public Law 102-190 (for childcare center security requirements)
- Executive Orders 10450 and 12968 and Title 5, Code of Federal Regulations (CFR), Parts 731, 732 and 736 (for positions assigned a “National Security” designation)

d. Background Investigation and Adjudication Process

The background investigation and adjudication processes are compliant with 5 CFR 731.

e. Required Forms

All contractor employees who will have access to a facility, site, system, or information must complete and submit to SSA the following forms. Some of the forms are available electronically (see website addresses below):

- 2 Forms FD-258, *Applicant Fingerprint Chart* (The CO will provide the FD-258 forms at the time of the contract award.)
NOTE: The contractor will be responsible for obtaining and providing acceptable fingerprints for use by SSA. Regardless of the method used to fingerprint employees (electronic capture or ink) the only acceptable fingerprint card is the FD-258.
- Optional Form 306, *Declaration for Federal Employment*
<http://www.opm.gov/forms/html/of.asp>
- *Fair Credit Reporting Act (FCRA) Authorization Form*
<http://www.opm.gov/extra/investigate/fin-1998/fin9802.asp>
- **If the employee is not a U.S. Citizen**, the employee must provide SSA with a legible photocopy of his or her work authorization permit and social security card.

In addition to the forms above, every employee who will have access to a facility, site, system, or information must complete and submit ONE of the following forms:

- *Standard Form (SF) 85* for risk level 1 (Public Trust, Low Risk/Non-Sensitive), <http://www.opm.gov/forms/html/sf.asp>
- *Standard Form (SF) 85P* for sensitivity levels 5 or 6 (Public Trust, Moderate or High Risk), <http://www.opm.gov/forms/html/sf.asp>

- *Standard Form (SF) 86* for sensitivity levels 2, 3 or 4 (National Security, Non-Critical, Critical –Sensitive or Special Sensitive),
<http://www.opm.gov/forms/html/sf.asp>

The risk designation associated with the work that the particular individual will be performing will determine which form the individual must complete. For this contract, the following risk designation(s) apply:

Labor Category
All Labor Categories

Risk Designation
5

f. Forms Completion

The contractor must ensure that **all forms are fully completed and signed prior to submission to SSA**. The contractor must ensure that the fingerprint charts and all forms are printed legibly or typed in black ink and all signatures are in black ink. The contractor must also ensure there are no “breaks” in residences or employment. SSA requires complete addresses, including zip codes and phone numbers.

g. Forms Submission

The contractor shall submit a cover sheet, including the contract number, name, and social security number of all contract employees for whom they are requesting a suitability determination, along with completed forms and one FD-258 fingerprint chart to:

SSA
CPSPM Security and Suitability Team
6401 Security Boulevard
Room 1260 Dunleavy Building
Baltimore, MD 21235

Simultaneously, the contractor must submit a copy of the cover sheet to the COTR.

The contractor must submit these forms **at least 15 days prior to the date work is to begin**. For new contract employees who will need access to an SSA facility, site, information, or system, the contractor must submit these forms at least 15 days prior to beginning work under the contract.

h. Preliminary Suitability Determination

A Federal Bureau of Investigation fingerprint check will be used as part of the basis for making a preliminary suitability determination. If SSA makes a favorable preliminary suitability determination, the individual may perform under the contract pending SSA’s final suitability determination. CPSPM will notify

contractors, with carbon copy (cc) notifications sent to both the COTR and CO, of the results of these determinations.

SSA requires each contractor employee who will have access to a facility, site, system, or information to present two forms of identification after the contractor employee receives notification of a preliminary suitability determination but prior to beginning work under the contract. In order for SSA to continue the background investigation process and enroll the contractor employee in the PIV credentialing process, at least one of the forms of identification must be a Government-issued photo ID (please see [Employment Eligibility Verification, I-9](#), for acceptable forms of ID).

i. Final Suitability Determination

Final suitability determinations are made in approximately 45-90 business days after submittal of the completed forms to CPSPM. If CPSPM determines that any employee is unsuitable, the COTR, CO, and contractor will be notified and SSA will revoke the employee's physical and logical access. The contractor must confirm receipt of the revocation within one business day.

A contractor is not entitled to an equitable adjustment of the contract as a result of SSA making an unfavorable suitability determination on contractor employees. Additionally, if SSA determines that the number or percentage of unfavorable determinations make successful contract performance unlikely, SSA may terminate the contract for cause or default.

j. Exceptions

The COTR may request an exception to the normal background investigation process for emergency situations when access to a facility or site is needed, but where access to information systems or programmatic information is not required. This request must be directed to CPSPM. COTRs may request an exception by sending an email to dchr.ope.hspd12appeals@ssa.gov. If CPSPM grants temporary access, that temporary access will apply only for the period specified by CPSPM and only for the specific contract employee(s) identified by the COTR. CPSPM expects that it will rarely grant exceptions.

k. Contractor Notification to Government

The contractor shall notify the COTR (who will notify CPSPM and the CO) within one business day if an employee is arrested or charged with a crime during the term of this contract, or if there is any other change in the employee's status (e.g., the employee leaves the company; the employee no longer works under the contract; the employee's alien status changes) that could impact the suitability determination for that individual. The contractor must provide in that notification as much detail as possible, including, but not limited to: employee name(s), contract number, the type of charge(s), if applicable, the court date, and, if available, the disposition of the charge(s).

l. Government Control

The Government has full control over and may grant, deny, or withhold access to a facility, site, system, or information and may require the COTR and contractor to remove personnel from performing under the contract for reasons related to conduct even after the individual has been found suitable to work on the contract (see paragraph n., below).

m. Appeals Process for Unsuitable Determinations

The contractor must notify the employee of any unsuitable determinations as soon as possible after receipt of such a determination. If the employee would like clarification or wish to appeal an unsuitable determination, his/her request must be in writing and submitted within 30 days of the date of the unsuitable determination. The request can be emailed to SSA at dchr.ope.hspd.12.appeals@ssa.gov, or mailed to:

Social Security Administration
Attn: CPSPM Suitability Program Officer
6401 Security Boulevard
Room 1260 Dunleavy Building
Baltimore, MD 21235

n. Removal From Duty

SSA may request that the contractor immediately remove any contractor employee(s) from working under the contract based on conduct that occurs after a pre-screening approval or favorable suitability determination. The contractor must comply with these requests. The Government's determination may be made based on, but not limited to, incidents involving the misconduct or delinquency as set forth below:

- i. Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 Code of Federal Regulations 101-20.3. This includes any local badging requirements.
- ii. Neglect of duty, including sleeping while on duty, unreasonable delays or failure to carry out assigned tasks; conducting personal affairs while on duty; and refusing to cooperate in upholding the integrity of SSA's security program.
- iii. Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- iv. Disorderly conduct, use of abusive or offensive language, quarreling, intimidation by words or actions, or fighting. Also, participating in

disruptive activities, which interfere with the normal and efficient operations of the Government.

- v. Theft, vandalism, or any other criminal actions.
- vi. Selling, consuming, possession of, or being under the influence of intoxicants, drugs, or substances which produce similar effects.
- vii. Improper use of official authority or credentials.
- viii. Unauthorized use of communications equipment or Government property.
- ix. Misuse of weapon(s) or tools used in the performance of this contract.
- x. Unauthorized access to areas not required for the performance of the contract.
- xi. Unauthorized access to employees' personal property.
- xii. Violation of security procedures or regulations.
- xiii. Prior determination by SSA or other Federal agency that a contractor's employee was unsuitable.
- xiv. Unauthorized access to, or disclosure of, agency programmatic or sensitive information, or IRS Tax Return information.
- xv. Unauthorized access to an agency Automated Information System.
- xvi. Unauthorized access of information for personal gain (including, but not limited to, monetary gain), or with malicious intent.
- xvii. Not providing for the confidentiality of and protection from disclosure of information entrusted to them. Contractor personnel are considered the same as Federal employees for the purposes of applying certain provisions of:

The Privacy Act of 1974;

The Tax Reform Act of 1976 and the Taxpayer Browsing Protection Act of 1997;

SSA regulation 1;

The Computer Fraud and Abuse Act of 1986; and

Section 1106 of the Social Security Act.

**H-2 FEDERAL INFORMATION SECURITY MANAGEMENT ACT (FISMA)
AND AGENCY PRIVACY MANAGEMENT (OCT 2008)**

1. Definitions

The following terms are defined for the purposes of this clause:

“Agency” means the Social Security Administration (SSA).

“OAG” means the Office of Acquisition and Grants at SSA.

2. Agency Responsibility related to FISMA Training Requirements

[The Federal Information Security Management Act of 2002 \(FISMA\) \(Title III, Pub. L. No. 107-347\)](#) and the Office of Management and Budget (OMB) policy (through [Circular A-130, Appendix III](#)) require that all Agency employees, as well as contractor and subcontractor employees working under Agency service contracts, receive periodic training in computer security awareness and accepted computer security practice of all employees, including contractors. This includes training for contractor personnel who do not have access to electronic information systems. The training level is tailored to the risk and magnitude of harm related to the required activities.

SSA’s Security Awareness bulletin adequately covers the required IT security and privacy awareness training for this contract. The bulletin is located on OAG’s internet site (see information in Paragraph 3 below). This training does not preclude any additional training specified elsewhere in this contract.

3. Contractor Responsibilities related to FISMA Training Requirements

- a. Following contract award, the contractor shall ensure that all contractor employees performing under this contract have signed the security bulletin entitled “SSA Security Awareness: Contractor Personnel Security Certification.” This requirement also applies to contractor employees added to the contract after contract performance has commenced. A copy of this form is located on [OAG's Internet website](#).
- b. The contractor must receive signed copies of the bulletin from each employee working under the contract within 45 days following contract award, or within 45 days after a contractor employee begins working under the contract.
- c. The contractor shall send an email to security.awareness.training@ssa.gov, with a copy to the contracting officer, within 60 days following contract award and anytime a new contractor employee is added to perform work under the contract. The contractor will include in the email the number of employees who have signed the security awareness bulletin.

- d. The contractor shall retain copies of these signed bulletins for potential future SSA audits for a period of three years after final payment (per [FAR 4.703](#)).
- e. For each successive year the contract is in operation, the contractor shall repeat the processes described in items 3. a. – d., above, on an annual basis. The contractor must submit the information in 3.c, above, within 60 days of:
(i) the date the option was renewed, or (ii) the anniversary of the contract award date.

4. *Applicability of this Clause to contractor/subcontractor employees*

The contractor is required to include a clause substantially the same as this in all subcontracts awarded for technical or support services under the prime contract. This clause shall require the subcontractors to report the information listed in Paragraph 3 of this clause to the contractor and the contractor will be responsible for reporting all applicable numbers to SSA. The subcontractor shall be responsible for maintaining its signed forms as detailed in Paragraph 3.d.

H-3 CONSULTANT SERVICES

The contractor agrees to determine whether or not any consultant to be utilized under this contract has in effect an agreement with the Federal Government for similar services at a lesser consultant rate than that offered under this contract and, if so, to advise the contracting officer accordingly, prior to the formalization of an agreement for consultant services between the contractor and the consultant.

H-4 WARRANTY AGAINST DUAL COMPENSATION

The contractor warrants that no part of any contract amount shall be paid, directly or indirectly, to any officer or employee of the Social Security Administration as wages, compensation or gifts for acting as officer, employee or consultant to the contractor in connection with any work contemplated or performed under, or in connection with, this contract.

Furthermore, if the contractor is involved in two or more projects, with at least one of supported by Federal funds, it may not be compensated for more than 100 percent of its time during any part of the period of dual involvement.

H-5 DISSEMINATION OF INFORMATION

Data and information either provided to the contractor, or to any subcontractor or generated by activities under the proposed contract shall be privileged. The contractor, and any subcontractors, shall be restricted from duplicating, using or disclosing such data or information, in whole or in part, outside the Social Security Administration for any purpose other than the fulfillment of the requirements set forth in this contract. This restriction does not limit the contractor's right to use such data or information if it is obtained from a

nonrestricted source. Any questions about "privileged information" shall be referred to the Government COTR through the Contracting Officer.

H-6 GOVERNMENT LICENSE TO REPRODUCE END PRODUCTS

All material developed under this contract becomes the property of the Government. Accordingly, for all work developed and completed under this contract, the Government will have an unrestricted license to make and distribute copies at its discretion.

H-7 SUBCONTRACTING PROVISIONS

The Small Business Subcontracting Plan, dated **September 19, 2010** is attached hereto and made a part of this contract. (Section J, Attachment J-1)

The failure of any Contractor or subcontractor to comply in good faith with FAR Clause 52.219-8 entitled "UTILIZATION OF SMALL BUSINESS CONCERNS" incorporated in this contract and the attached Subcontracting Plan, will be a material breach of such contract or subcontract and subject to the remedies reserved to the Government under FAR Clause 52.219-16 entitled, "LIQUIDATED DAMAGES--SUBCONTRACTING PLAN."

H-8 ADEQUATE ACCOUNTING SYSTEM

The contractor shall have in place an accounting system adequate for determining actual costs applicable for the cost-reimbursement type pricing methods under this contract.

H-9 PAPERWORK REDUCTION ACT

The Paperwork Reduction Act of 1986 (Pub. L. 96-511) shall apply to this contract for the requirement(s) to collect or record information calling either for answers to identical questions from 10 or more persons other than Federal employees, or information from Federal employees which is outside the scope of their employment, for use by the Federal government or disclosure to third parties. No plan, questionnaire, interview guide or other similar device for collecting information (whether repetitive or single-time) may be used without first obtaining clearance from the Office of Management and Budget (OMB). Contractors and COTRS should be guided by the provisions of 5 CFR 1320, Controlling Paperwork Burdens on the Public, and seek the advice of the HHS operating division or Office of the Secretary Reports Clearance Officers to determine the procedures for acquiring and OMB clearance. See FAR 1.106 for applicable OMB control numbers.

The Contractor shall obtain the required OMB clearance through the COTR before expending any funds or making public contacts for the collection of data.

The authority to expend funds and proceed with the collection of information shall be in writing by the Contracting Officer. The Contractor must plan for the OMB clearance. Excessive delay caused by the Government which arises out of causes beyond the control and without the fault or negligence of the Contractor will be considered in accordance with the Excusable Delays or Termination clause of this contract.

H-10 PROTECTION OF CONFIDENTIAL INFORMATION (DEC 2008)

(a) *Confidential information*, as used in this clause, means information or data, or copies or extracts of information or data, that is: (1) provided by the Social Security Administration (SSA) to the contractor for, or otherwise obtained by the contractor in, the performance of this contract; and (2) of a personal nature about an individual, such as name, home address, and social security number, or proprietary information or data submitted by or pertaining to an institution or organization, such as employee pay scales and indirect cost rates.

(b) The Contracting Officer and the Contractor may, by mutual consent, identify elsewhere in this contract specific information or categories of information that the Government will furnish to the Contractor or that the Contractor is expected to generate which are confidential. Similarly, the Contracting Officer and the Contractor may, by mutual consent, identify such confidential information from time to time during the performance of the contract. The confidential information will be used only for purposes delineated in the contract; any other use of the confidential information will require the Contracting Officer's express written authorization. The Contracting Officer and the Contractor will settle any disagreements regarding the identification pursuant to the "Disputes" clause.

(c) The Contractor shall restrict access to all confidential information to the minimum number of employees and officials who need it to perform the contract. Employees and officials who need access to confidential information for performance of the contract will be determined in conference between SSA's Contracting Officer, Contracting Officer's Technical Representative, and the responsible Contractor official. Upon request, the Contractor will provide SSA with a list of "authorized personnel," that is, all persons who have or will have access to confidential information covered by this clause.

(d) The Contractor shall process all confidential information under the immediate supervision and control of authorized personnel in a manner that will: protect the confidentiality of the records; prevent the unauthorized use of confidential information; and prevent access to the records by unauthorized persons.

(e) The Contractor shall inform all authorized personnel with access to confidential information of the confidential nature of the information and the administrative, technical and physical safeguards required to protect the information from improper disclosure. All confidential information shall, at all times, be stored in an area that is physically safe

from unauthorized access. See paragraph (f) below regarding the minimum standards which the safeguards must meet.

(f) Whenever the Contractor is storing, viewing, transmitting, or otherwise handling confidential information, the Contractor shall comply with the applicable standards for security controls that are established in the [Federal Information Security and Management Act \(FISMA\)](#). (These standards include those set by the National Institute of Standards and Technology (NIST) via the Federal Information Processing Standards (FIPS) publications and NIST Special Publications, particularly [FIPS 199](#), [FIPS 200](#), and [NIST Special Publications - 800 series](#).)

(g) If the Contractor, in the performance of the contract, uses any information subject to the Privacy Act of 1974, 5 U.S.C. 552a, and/or section 1106 of the Social Security Act, 42 U.S.C. 1306, the Contractor must follow the rules and procedures governing proper use and disclosure set forth in the Privacy Act, section 1106 of the Social Security Act, and the Commissioner's regulations at 20 C.F.R. Part 401 with respect to that information.

For knowingly disclosing information in violation of the Privacy Act, the Contractor and Contractor employees may be subject to the criminal penalties as set forth in 5 U.S.C. Section 552(i)(1) to the same extent as employees of SSA. For knowingly disclosing confidential information as described in section 1106 of the Social Security Act (42 U.S.C. 1306), the Contractor and Contractor employees may be subject to the criminal penalties as set forth in that provision.

(h) The Contractor shall assure that each Contractor employee with access to confidential information is made aware of the prescribed rules of conduct, and the criminal penalties for violations of the Privacy Act and/or the Social Security Act.

(i) Whenever the Contractor is uncertain how to handle properly any material under the contract, the Contractor must obtain written instructions from the Contracting Officer addressing this question. If the material in question is subject to the Privacy Act and/or section 1106 of the Social Security Act or is otherwise confidential information subject to the provisions of this clause, the Contractor must obtain a written determination from the Contracting Officer prior to any release, disclosure, dissemination, or publication. Contracting Officer instructions and determinations will reflect the result of internal coordination with appropriate program and legal officials.

(j) Performance of this contract may involve access to tax return information as defined in 26 U.S.C. Section 6103(b) of the Internal Revenue Code (IRC). All such information shall be confidential and may not be disclosed without the written permission of the SSA Contracting Officer. For willfully disclosing confidential tax return information in violation of the IRC, the Contractor and Contractor employees may be subject to the criminal penalties set forth in 26 U.S.C. Section 7213.

(k) The Government reserves the right to conduct on-site visits to review the Contractor's documentation and in-house procedures for protection of and security arrangements for confidential information and adherence to the terms of this clause.

(l) The Contractor must include this clause in all resulting subcontracts whenever there is any indication that the subcontractor(s), engaged by the contractor, and their employees or successor subcontractor(s) and their employees might have access to SSA's confidential information.

(m) The Contractor must assure that its subcontractor(s) and their employees or any successor subcontractor(s) and their employees with access to SSA confidential information are made aware of the prescribed rules of conduct. For knowingly disclosing SSA's confidential information, any subcontractor(s) and their employees or successor subcontractor(s) and their employees may be subject to criminal penalties as described in section 1106 of the Social Security Act (42 U.S.C. 1306) and the Privacy Act (5 U.S.C. 552a).

H-11 PROTECTING AND REPORTING THE LOSS OF PERSONALLY IDENTIFIABLE INFORMATION: RESPONSIBILITIES CONCERNING INDIVIDUAL EMPLOYEES (DEC 2008)

1. Definitions

The following terms are defined for the purposes of this clause:

“Agency” means the Social Security Administration (SSA).

“Employee(s)” means an individual(s) employed, including, for the purposes of this clause, management officials, by either the Contractor or subcontractor that are working under this contract.

“Handling PII” means having access, either currently or in the future, to personally identifiable information (PII), as defined in this clause.

“Lost, compromised, or potentially compromised PII” means that, while the Contractor/employee is in possession of PII, the PII has become physically missing (e.g., it has been stolen) or has been otherwise breached so that persons other than authorized users, and for other than an authorized purpose, have access or *potential* access to the PII, regardless of the form (e.g., electronic or physical) in which it was stored. Indications of lost, compromised, or potentially compromised PII include missing equipment (e.g., laptops and removable storage devices such as USB flash or “thumb” drives, CDs, DVDs, etc.) and/or paper documents potentially containing PII, as well as actions where PII was emailed in violation of the terms contained in Section 2.(d), *Emailing PII*, below.

“Personally Identifiable Information” (PII): SSA follows the definition of PII provided by the Office of Management and Budget in OMB Memorandum [OMB M-07-](#)

16: “The term ‘personally identifiable information’ refers to any information which can be used to distinguish or trace an individual's identity, such as their name, Social Security number, biometric records, etc. alone, or when combined with other personal or identifying information which is linked or linkable to a specific individual, such as date and place of birth, mother’s maiden name, etc.” Other examples of PII may include, but are not limited to: Social Security benefit data, official State or government issued driver's license or identification number, alien registration number, government passport number, employer or taxpayer identification number, home address, and medical information. Within this clause, “PII” shall specifically mean PII as defined above which: (1) SSA has a primary responsibility for and/or interest in protecting; and (2) is made available or becomes accessible to the Contractor and/or any subcontractor, including their respective employees, as a result of performing under this contract (e.g., under the contract, SSA directly furnishes PII to the Contractor/subcontractor, or the Contractor/subcontractor, in order to perform its duties under the contract, collects PII from outside sources, such as in a public survey).

“Secure Area” or “Secure Duty Station” means, for the purpose of this clause, either of the following, unless SSA expressly states otherwise on a case-by-case basis: (1) an employee’s official place of work that is in the Contractor’s or subcontractor’s established business office in a commercial setting, OR (2) a location within SSA or other Federal- or State-controlled premises. A person’s private home, even if it is used regularly as a “home office” (including that of a Contractor or subcontractor management official), shall not be considered a secure area or duty station.

See Attachment J-3 “Information Systems Security Guidelines” for additional systems security information.

2. Employee Responsibility in Safeguarding PII

The Contractor shall establish, maintain, and follow its own policy and procedures to protect PII, including those for reporting lost or compromised, or potentially lost or compromised, PII (see Section 4. (a), below). The Contractor shall inform its employees handling PII of their individual responsibility to safeguard it. In addition, the Contractor shall, within reason, take appropriate and necessary action to: (1) educate employees on the proper procedures designed to protect PII, as described below and as otherwise approved by the Agency; and (2) enforce their compliance with the policy and procedures prescribed as follows:

(a) *General*. Employees shall properly safeguard PII from loss, theft, or inadvertent disclosure. Employees are responsible for safeguarding this information at all times, regardless of whether or not the employee is at his or her regular duty station. Examples of proper safeguarding include, but are not limited to: maintaining the confidentiality of each employee’s individual password (by not sharing the password with any other individual or entity and not writing it down); verifying the identity of individuals before disclosing information to them; preventing others in the area from viewing PII on one's computer screen; consistently locking or logging off one's

workstation when one is away; and ensuring that PII is appropriately returned or, upon receiving SSA's approval, destroyed when no longer needed.

(b) *Transporting PII Outside a Secure Area/Secure Duty Station.* **Note:** The term "transporting" used here does **not** include shipping by a common or contract carrier, as defined in [FAR 47.001](#), or by the U.S. Post Office.

(1) Employees shall make every reasonable effort to safeguard equipment, files, or documents containing PII when transporting information from a secure area/secure duty station. Employees must ensure that the laptops and other electronic devices/media being used to transport PII are encrypted and password protected. The Contractor shall make every reasonable effort to ensure that the encryption and password protection are in accordance with any SSA-prescribed standards or policies which shall be communicated separately from this clause. ***[Contracting Officer—Insert a reference, if available, to where these standards or policies can be found.]*** Employees must use reasonable protection measures when transporting PII, e.g., storing files in a locked briefcase, not leaving files and/or equipment in plain view.

(2) Employees transporting PII, including transporting PII duplications, such as electronic copies and photocopies, from their secure duty station or an otherwise secured area to an unsecured area shall obtain prior approval in accordance with the Contractor's established policy. The Contractor shall provide employees with contact information and instructions based on the Contractor's security/PII loss incident policy and procedures. **(NOTE: Agency-prescribed contact information and instructions for reporting lost or possibly lost PII are discussed in Section 3. below.)**

(3) Tracking files.

Unless the PII is being transported for disposal pursuant to the contract, (see (c) below), the Contractor shall, within reason, take appropriate and necessary action to ensure that the file(s) or document(s) being physically transported or transmitted electronically outside the secure area/secure duty station are tracked through a log: they must be logged out prior to transport as well as logged back in upon return. The Contractor can establish any mechanism for tracking as long as the process, at a minimum, provides for the following information to be logged:

- first and last name of the employee taking/returning the material;
- the name of the file or document containing PII that he/she intends to transport from the office;
- all the forms or media in which the PII was transported (e.g., electronic, such as laptop, thumb drive, CD—be as specific as possible; paper, such as paper file folders or printouts);
- the reason he/she intends to transport the file or document containing PII;

- the date he/she transported the file or document containing PII from the secure duty station; and
- the date he/she returned the file or document containing PII to the secure duty station.

Materials must be returned or documented as destroyed within 90 days of removal from the office or have Contractor supervisory approval for being held longer.

The log must be maintained in a secure manner. Upon request by the Agency, the Contractor shall provide the information from the log in a format (e.g., electronic or paper) that can be readily accessed by the Agency.

(c) *Employee Disposal of PII.* The marked statement below applies to this contract:

☐ This contract entails employee disposal of PII. Employees shall follow the procedures described in ____.

☒ This contract does **not** entail employee disposal of PII. The Contractor shall, within reason, take appropriate and necessary action to ensure that the procedures detailed in (3) above pertaining to the logging of PII that is transported outside a secure area/from their secure duty station are followed.

(d) *Emailing PII.* The Contractor's corporate or organizational email system is deemed not to be secure. Therefore, the Contractor shall put policies and procedures in place to ensure that its employees email PII using only the following procedures in (1)-(2), below:

(1) Sending from an SSA email address. If employees have been given access to the SSA email system, they may use it to send email messages containing PII in the body or in an unencrypted attachment but only to other SSA email addresses (which contain the "name @ssa.gov" format) or to email addresses belonging to an SSA-certified email system. Email directed to any other address(es) may contain PII only if the PII is entirely contained in an encrypted attachment.

(2) Sending from a non-SSA email system. If employees are using the Contractor's own or any other non-SSA email system (e.g., Yahoo!, Gmail), they may send email messages transmitting PII only if the PII is entirely contained in an encrypted attachment; none of the PII may be in the body of the email itself or in an unencrypted attachment. When emailing from such systems, this procedure applies when emailing PII to *any* email address, including but not limited to, an SSA email system address. Unless specifically noted otherwise, the Contractor and its employees are expected to conduct business operations under this contract using the Contractor's own email system, i.e., in accordance with the foregoing rules for transmitting PII.

3. Agency-Prescribed Procedures for Reporting Lost, Compromised, or Potentially Compromised PII.

“Lost, compromised, or potentially compromised PII” is defined in Section 1., above. The reporting requirement established in this section is for reporting all incidents involving PII, with no distinction between suspected and confirmed breaches.

SSA has its own reporting requirements for PII that is lost, compromised, or potentially compromised. The purpose of this section is to ensure that these requirements are met and that incident information is shared appropriately.

(a) *Contractor Responsibility.* In addition to establishing and implementing its own internal procedures referenced in Section 2., above, the Contractor is responsible for taking reasonable actions to implement Agency-prescribed procedures described in (c) below for reporting lost, compromised, or potentially compromised PII. These include educating employees handling PII about these procedures and otherwise taking appropriate and necessary steps to enforce their compliance in carrying them out.

(b) *Potential Need for Immediate, Direct Reporting by the Employee.* SSA recognizes that Contractor employees will likely make the initial discovery of a PII security breach. When an employee becomes aware or suspects that PII has been lost or compromised, he/she is required to follow the Contractor’s established security/PII loss incident reporting process (see Section 4. (a), below). The Contractor’s reporting process, along with SSA’s (see Section 3. (c) below), shall require the Contractor, and not necessarily the employee, in such circumstances to notify SSA of the incident. However, the Contractor shall inform each employee handling or potentially handling PII that he/she must be prepared to directly notify outside authorities immediately as described in (c)(4) below, if, shortly following the incident or discovery of the incident, he/she finds it evident that neither an appropriate Contractor nor SSA manager/contact can be reached. The Contractor should emphasize to the employee that timeliness in reporting the incident is critical.

(c) *Procedures.*

(1) When an employee becomes aware or suspects that PII has been lost, compromised, or potentially compromised (see 1. Definitions, above), the Contractor, in accordance with its incident reporting process, shall provide immediate notification of the incident to the primary SSA contact. If the primary SSA contact is not readily available, the Contractor shall immediately notify one of two SSA alternates, if names of alternates have been provided. (**See Attachment A for the identity of the designated primary and alternate SSA contacts.***) The Contractor shall act to ensure that each employee, prior to commencing work on the contract, has been given information as to who the primary and alternate SSA contacts are and how to contact them. In addition, the Contractor shall act to ensure that each employee promptly receives any updates on such information as they are made available. Whenever the employee removes PII from a secure area/secure duty station, he/she must comply with the Contractor's security policies, including having

on hand the current contact information for the primary SSA contact and the two alternates.

(2) The Contractor shall provide the primary SSA contact or the alternate, as applicable, updates on the status of the reported PII loss or compromise as they become available but shall not delay the initial report.

(3) The Contractor shall provide complete and accurate information about the details of the possible PII loss to assist the SSA contact/alternate, including the following information:

- I. Contact information;
- II. A description of the loss, compromise, or potential compromise (i.e., nature of loss/compromise/potential compromise, scope, number of files or records, type of equipment or media, etc.) including the approximate time and location of the loss;
- III. A description of safeguards used, where applicable (e.g., locked briefcase, redacted personal information, password protection, encryption, etc.);
- IV. An identification of SSA components (organizational divisions or subdivisions) contacted, involved, or affected;
- V. Whether the Contractor or its employee has contacted or been contacted by any external organizations (i.e., other agencies, law enforcement, press, etc.);
- VI. Whether the Contractor or its employee has filed any other reports (i.e., Federal Protective Service, local police, and SSA reports); and
- VII. Any other pertinent information

The Contractor shall use the worksheet (or a copy thereof) following this clause to quickly gather and organize information about the incident.

(4) There may be rare instances outside of business hours when the Contractor is unable to reach either the primary SSA contact or any of the alternates immediately. In such a situation, the Contractor shall immediately call SSA's Network Customer Service Center (NCSC) at 410-965-7777 or toll free at 1-888-772-6111 to file the initial report directly, providing the information in (c)(3) above and completing the attached worksheet to the best of its ability. Overall, during this time, the Contractor shall cooperate as necessary with the NCSC or any of the other external organizations described in (c)(3) above.

The Contractor shall document the call with the CAPRS (Change, Asset, and Problem Reporting System) number which the NCSC will assign. The Contractor shall provide the CAPRS number to the primary SSA manager, or, if unavailable, one of the alternates to this manager as described above.

If an employee initially detects the loss, compromise, or potential compromise of PII and finds it evident that neither an appropriate Contractor nor SSA manager/contact can be promptly reached, the employee shall undertake the foregoing actions prescribed to the Contractor in this part (i.e., immediately call the NCSC, document the CAPRS number assigned to the call, etc.). (Reference Section 3.(b) above.)

(5) The Contractor and its employee(s) shall limit disclosure of the information and details about an incident to only those with a need to know. The security/PII loss incident reporting process will ensure that SSA's reporting requirements are met and that security/PII loss incident information is only shared as appropriate.

4. Additional Contractor Responsibilities When There Is a Loss of PII.

(a) The Contractor shall have a formal security/PII incident reporting process in place that outlines appropriate roles and responsibilities, as well as the steps that must be taken, in the event of a security/PII loss incident. The plan shall designate who within the Contractor's organization has responsibility for reporting the loss, compromise, or potential compromise of PII to SSA.

(b) In the event of a security/PII loss incident, the Contractor shall take immediate steps to address consequential security issues that have been identified, including steps to minimize further security risks to those individuals whose personal information was lost, compromised, or potentially compromised.

(c) The Contractor shall confer with SSA personnel in reviewing the actions the Contractor has taken and plans to take in dealing with the incident.

(d) The Contractor shall bear the responsibility and any cost for any data breach and/or remediation actions that might arise from the security/PII loss incident. If SSA determines that the risk of harm requires notification of affected individual persons of the security breach and/or other remedies, the Contractor shall carry out these remedies without cost to SSA.

5. Applicability of this Clause to Subcontractors/Subcontractor Employees

(a) The Contractor shall include this clause in all resulting subcontracts whenever there is any indication that the subcontractor and their employees, or successor subcontractor(s) and their employees, will or might have access to PII.

(b) The Contractor shall, within reason, take appropriate and necessary action to assure SSA that its subcontractor(s) and their employees, or any successor subcontractor(s) and their employees, with access to PII know the rules of conduct in protecting and reporting the loss or suspected loss of PII as prescribed in this clause, such as those regarding the emailing of PII as stated in Section 2.(d) above.

(c) *Notification of Subcontractor Handling of PII.* If the Contractor engages a subcontractor under this contract whose employee(s) will actually or potentially be given or have access to PII, the Contractor shall do the following: (1) Notify in advance both the SSA COTR and the Contracting Officer of this arrangement, providing the subcontractor name(s) and address(es) and, upon request, a description of the nature of the PII to which the employee(s) will actually or potentially be given/have access (e.g., phone numbers, Social Security numbers); and

(2) Provide the SSA COTR the names of the subcontractor employee(s) who will actually or potentially be assigned and/or have access to the PII. The Contractor may satisfy this requirement when submitting the name(s) of the subcontractor employee(s) to the SSA COTR for the requisite security background check described in Section 6., below.

6. Contractor/Subcontractor Background Checks – Security & Suitability Requirements Clause

For each Contractor and subcontractor employee handling PII, the Contractor shall fulfill the requirements of the Security & Suitability Requirements Clause, found elsewhere in this contract, to ensure that any such individual has the appropriate background checks.

Worksheet for Reporting the Loss, Compromise, or Potential Compromise of Personally Identifiable Information

Contractor and Subcontractor Employees: See last page of this attachment for instructions on completing this worksheet.

(1) My primary SSA contact for reporting the loss, compromise, or potential compromise of PII is: *Theola Snowden*

Contracting Officer's Technical Representative

Theola.Snowden@ssa.gov

410-966-8989

The alternates to this primary contact are as follows:

First Alternate: *Laura York*

Alternate Contracting Officer's Technical Representative

Laura.York@ssa.gov

410-966-1177

Second Alternate: *Erica Day*

Contract Specialist

Erica.Day@ssa.gov

410-965-9512

(2) Information about the individual making the report to SSA's Network Customer Service Center (NCSC):

Name:					
Position:					
Deputy Commissioner Level Organization:	DCRDP				
Phone Numbers:					
Work:		Cell:		Home/Other:	
E-mail Address:					
Check one of the following:					
Management Official		Security Officer		Non-Management	

Additional Information (to be provided when a contractor or subcontractor employee is reporting directly to the NCSC):

*Contractor/Subcontractor (circle as appropriate):

**SSA Contract Number (if known):

(3) Information about the data that was lost/stolen:

Describe what was lost or stolen (e.g., case file, MBR (Master Beneficiary Record) data):

Which element(s) of PII did the data contain?

Name		Bank Account Info	
SSN		Medical/Health Information	
Date of Birth		Benefit Payment Info	
Place of Birth		Mother's Maiden Name	
Address		Other (describe):	

Estimated volume of records involved:

(4) How was the data physically stored, packaged and/or contained?

Paper or Electronic? (circle one):

If Electronic, what type of device?

Laptop		Tablet		Backup Tape		Blackberry	
Workstation		Server		CD/DVD		Blackberry Phone #	
Hard Drive		Floppy Disk		USB Drive			
Other (describe):							

Additional Questions if Electronic:

	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
a. Was the device encrypted?			
b. Was the device password protected?			
c. If a laptop or tablet, was a VPN SmartCard lost?			
Cardholder's Name:			
Cardholder's SSA logon PIN:			
Hardware Make/Model:			
Hardware Serial Number:			

Additional Questions if Paper:

	<u>Yes</u>	<u>No</u>	<u>Not Sure</u>
a. Was the information in a locked briefcase?			
b. Was the information in a locked cabinet or drawer?			
c. Was the information in a locked vehicle trunk?			
d. Was the information redacted?			
e. Other circumstances:			

(5) If the employee/Contractor/subcontractor who was in possession of the data or to whom the data was assigned is not the person making the report to the NCSC (as listed in #1), information about this employee/Contractor/subcontractor:

Name:	
-------	--

Position:					
Deputy Commissioner Level Organization:	DCRDP				
Phone Numbers:					
Work:		Cell:		Home/Other:	
E-mail Address:					

Additional Information (to be provided when person who was in possession of the data or assigned to the data is a Contractor/subcontractor employee):

*Contractor/Subcontractor (circle as appropriate):

**SSA Contract Number (if known):

(6) Circumstances of the loss:

- a. When was it lost/stolen?
- b. Brief description of how the loss/theft occurred:
- c. When was it reported to SSA management official (date and time)?

(7) Have any other SSA components been contacted? If so, who? (Include deputy commissioner level, agency level, regional/associate level component names)

(8) Which reports have been filed? (include FPS, local police, and SSA reports)

Report Filed	<u>Yes</u>	<u>No</u>	<u>Report Number</u>
Federal Protective Service			
Local Police			
	Yes	No	
SSA-3114 (Incident Alert) -- Not Applicable for Contractors or Subcontractors			
SSA-342 (Report of Survey) -- Not Applicable for Contractors or Subcontractors			
Other (describe)			

INSTRUCTIONS (to the Contractor/Subcontractor Employee): Worksheet for Reporting Loss or Potential Loss of Personally Identifiable Information

1. If you are reporting the incident to the primary SSA contact, only complete Items 3 through 6. *Special notes regarding Item 5:*
 - For “Position,” write “Contractor Employee” or “Subcontractor Employee,” as applicable, followed by a hyphen and your job title under the contract.
 - With respect to Deputy Commissioner Level Organization, this should be the SSA Contracting Officer’s Technical Representative (COTR)’s Deputy Commissioner Office and should already be provided on the form. If it is not (and you do not know this), have your primary or alternate contact, as applicable, complete the information.
 - Be sure to provide the additional information regarding your company/organization’s name and, if known, the Agency-assigned contract number.
2. If you are reporting the incident directly to the NCSC, complete all items to the extent possible (note: Item 4 will be “not applicable”). *Special notes regarding Item 2:*
 - For “Position,” write “Contractor Employee” or “Subcontractor Employee,” as applicable, followed by a hyphen and your job title under the contract.
 - With respect to Deputy Commissioner Level Organization, this should be the SSA COTR’s Deputy Commissioner Office and should already be provided on the form. If it is not and you do not know this information, try to identify the name of the main program office which the contract is servicing (e.g., Office of Telecommunications and Systems Operations).
 - Be sure to provide the additional information regarding your company/organization’s name and, if known, the Agency-assigned contract number.

SECTION I CONTRACT CLAUSES

I-1 **52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)**

This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):

www.arnet.gov

<http://farsite.hill.af.mil/vffar1.htm>

CLAUSE	TITLE	DATE
52.202-1	Definitions	Jul-04
52.203-3	Gratuities	Apr-84
52.203-5	Covenant Against Contingent Fees.	Apr-84
52.203-6	Restrictions on Subcontractor Sales to the Government	Sep-06
52.203-7	Anti-Kickback Procedures	Jul-95
52.203-8	Cancellation, Recession, and Recovery of Funds for Illegal or Improper Activity	Jan-97
52.203-10	Price or Fee Adjustment for Illegal or Improper Activity	Jan-97
52.203-12	Limitation on Payments to Influence Certain Federal Transactions	Sep-07
52.203-13	Contractor Code of Business Ethics and Conduct	Apr-10
52.204-4	Printed or Copied Double-Sided on Recycled Paper	Aug-00
52.204-7	Central Contractor Registration	Apr-08
52.204-9	Personal Identity Verification of Contractor Personnel	Sep-07
52.209-6	Protecting the Government's Interest when Sub contracting with Contractor's Debarred, Suspended, or Proposed for Debarment	Sep-06
52.215-2	Audit and Records-Negotiation	Mar-09
52.215-8	Order of Precedence-Uniform Contract Format	Oct-97
52.215-10	Price Reduction for Defective Cost or Pricing Data	Oct-97
52.215-11	Price Reduction for Defective Cost or Pricing Data-- Modifications	Oct-97
52.215-12	Subcontractor Cost or Pricing Data	Oct-97
52.215-13	Subcontractor Cost or Pricing Data-Modifications	Oct-97
52.215-15	Pension Adjustments and Asset Reversions	Oct-04
52.215-16	Facilities Capital Cost of Money	Jun-03
52.215-18	Revision or Adjustment of Plans for Postretirement Benefits (PRB) Other than Pensions	Jul-05

52.215-19	Notification of Ownership Changes	Oct-97
52.215-21	Requirements for Cost or Pricing Data or Information Other than Costs or Pricing Data - Modifications	Oct-97
52.216-7	Allowable Cost and Payment	Dec-02
52.216-8	Fixed Fee	Mar-97
52.219-8	Utilization of Small Business Concerns	May-04
52.219-9	Small Business Subcontracting Plan	Jul-10
52.219-16	Liquidated Damages -- Subcontracting Plan	Jan-99
52.219-28	Post-Award Small Business Program Representation	Apr-09
52.222-2	Payment for Over time Premiums	Jul-90
52.222-3	Convict Labor	Jun-03
52.222-21	Prohibition of Segregated Facilities	Feb-99
52.222-26	Equal Opportunity	Mar-07
52.222-35	Equal Opportunity for Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans	Sep-06
52.222-36	Affirmative Action for Workers with Disabilities	Jun-98
52.222-37	Employment Reports on Special Disabled Veterans, Veterans of the Vietnam Era, and Other Eligible Veterans	Sep-06
52.222-41	Service Contract Act of 1965	Nov-07
52.222-43	Fair Labor Standards Act and Service Contract Act—Price Adjustment (Multiple Year and Option Contracts)	Sep-09
52.222-50	Combating Trafficking in Persons	Feb-09
52.223-6	Drug-Free Workplace	May-01
52.224-1	Privacy Act Notification	Apr-84
52.224-2	Privacy Act	Apr-84
52.225-1	Buy American Act—Supplies	Feb-09
52.225-13	Restrictions on Certain Foreign Purchases	Jun-08
52.227-1	Authorization and Consent	Dec-07
52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement	Dec-07
52.227-14	Rights in Data-General	Dec-07
52.227-16	Additional Data Requirements	Jun-87
52.230-2	Cost Accounting Standards	Oct-08
52.230-3	Disclosure and Consistency of Cost Accounting Practices	Oct-08
52.230-6	Administration of Cost Accounting Standards	Jun-10
52.232-17	Interest	Oct-08
52.232-22	Limitation of Funds	Apr-84
52.232-23	Assignment of Claims	Jan-86
52.232-25	Prompt Payment -- (OCT 2008) Alt I	Feb-02
52.232-33	Payment by Electronic Funds Transfer--Central Contractor Registration	Oct-03

52.233-1	Disputes	Jul-02
52.233-3	Protest after Award -- Alt I (Jun-85)	Aug-96
52.233-4	Applicable Law for Breach of Contract Claim	Oct-04
52.237-3	Continuity of Services	Jan-91
52.242-1	Notice of Intent to Disallow Costs	Apr-84
52.242-3	Penalties for Unallowable Costs	May-01
52.242-4	Certification of Final Indirect Costs	Jan-97
52.242-13	Bankruptcy	Jul-95
52.243-2	Changes-Cost Reimbursement -- Alt I (Apr-84)	Aug-87
52.243-7	Notification of Changes	Apr-84
52.244-2	Subcontracts -- Alt I	Jun-07
52.244-5	Competition in Subcontracting	Dec-96
52.244-6	Subcontracts for Commercial Items	Jun-10
52.245-1	Government Property	Aug-10
52.245-9	Use and Charges	Aug-10
52.246-25	Limitation of Liability--Services	Feb-97
52.248-1	Value Engineering	Feb-00
52.249-6	Termination (Cost-Reimbursement)	May-04
52.249-14	Excusable Delays	Apr-84
52.253-1	Computer Generated Forms.	Jan-91

I-2 CLAUSES INCORPORATED BY FULL TEXT

The following FAR clauses are hereby incorporated in full text:

52.217-8 – OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 15 days of the end of the period of performance.

52.217-9 – OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

- (a) The Government may extend the term of this contract by written notice to the Contractor at any time during the period of performance or extension thereto; provided, that the Government gives the Contractor a preliminary written notice of its intent to extend at least **30 days** before the contract expires. The preliminary notice does not commit the Government to an extension.

- (b) If the Government exercises this option, the extended contract shall be considered to include this option clause.
- (c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed **60 months**.

52.219-9 -- SMALL BUSINESS SUBCONTRACTING PLAN (JULY 2010) - ALT II (OCT 2001)

- (a) This clause does not apply to small business concerns.

- (b) *Definitions.* As used in this clause—

“Alaska Native Corporation (ANC)” means any Regional Corporation, Village Corporation, Urban Corporation, or Group Corporation organized under the laws of the State of Alaska in accordance with the Alaska Native Claims Settlement Act, as amended ([43 U.S.C. 1601](#), *et seq.*) and which is considered a minority and economically disadvantaged concern under the criteria at [43 U.S.C. 1626\(e\)\(1\)](#). This definition also includes ANC direct and indirect subsidiary corporations, joint ventures, and partnerships that meet the requirements of [43 U.S.C. 1626\(e\)\(2\)](#).

“Commercial item” means a product or service that satisfies the definition of commercial item in section [2.101](#) of the Federal Acquisition Regulation.

“Commercial plan” means a subcontracting plan (including goals) that covers the offeror’s fiscal year and that applies to the entire production of commercial items sold by either the entire company or a portion thereof (*e.g.*, division, plant, or product line).

“Electronic Subcontracting Reporting System (eSRS)” means the Governmentwide, electronic, web-based system for small business subcontracting program reporting. The eSRS is located at <http://www.esrs.gov>.

“Indian tribe” means any Indian tribe, band, group, pueblo, or community, including native villages and native groups (including corporations organized by Kenai, Juneau, Sitka, and Kodiak) as defined in the Alaska Native Claims Settlement Act ([43 U.S.C.A. 1601](#) *et seq.*), that is recognized by the Federal Government as eligible for services from the Bureau of Indian Affairs in accordance with [25 U.S.C. 1452\(c\)](#). This definition also includes Indian-owned economic enterprises that meet the requirements of [25 U.S.C. 1452\(e\)](#).

“Individual contract plan” means a subcontracting plan that covers the entire contract period (including option periods), applies to a specific contract, and has goals that are based on the offeror’s planned subcontracting in support of the specific contract, except that indirect costs incurred for common or joint purposes may be allocated on a prorated basis to the contract.

“Master plan” means a subcontracting plan that contains all the required elements of an individual contract plan, except goals, and may be incorporated into individual contract plans, provided the master plan has been approved.

“Subcontract” means any agreement (other than one involving an employer-employee relationship) entered into by a Federal Government prime Contractor or subcontractor calling for supplies or services required for performance of the contract or subcontract.

(c) Proposals submitted in response to this solicitation shall include a subcontracting plan that separately addresses subcontracting with small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns. If the offeror is submitting an individual contract plan, the plan must separately address subcontracting with small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns, with a separate part for the basic contract and separate parts for each option (if any). The plan shall be included in and made a part of the resultant contract. The subcontracting plan shall be negotiated within the time specified by the Contracting Officer. Failure to submit and negotiate a subcontracting plan shall make the offeror ineligible for award of a contract.

(d) The offeror’s subcontracting plan shall include the following:

(1) Goals, expressed in terms of percentages of total planned subcontracting dollars, for the use of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns as subcontractors. The offeror shall include all sub-contracts that contribute to contract performance, and may include a proportionate share of products and services that are normally allocated as indirect costs. In accordance with [43 U.S.C. 1626](#):

(i) Subcontracts awarded to an ANC or Indian tribe shall be counted towards the subcontracting goals for small business and small disadvantaged business (SDB) concerns, regardless of the size or Small Business Administration certification status of the ANC or Indian tribe.

(ii) Where one or more subcontractors are in the subcontract tier between the prime contractor and the ANC or Indian tribe, the ANC or Indian tribe shall designate the appropriate contractor(s) to count the subcontract towards its small business and small disadvantaged business subcontracting goals.

(A) In most cases, the appropriate Contractor is the Contractor that awarded the subcontract to the ANC or Indian tribe.

(B) If the ANC or Indian tribe designates more than one Contractor to count the subcontract toward its goals, the ANC or Indian tribe shall designate only a portion of the total subcontract award to each Contractor. The sum of the amounts designated to various Contractors cannot exceed the total value of the subcontract.

(C) The ANC or Indian tribe shall give a copy of the written designation to the Contracting Officer, the prime Contractor, and the subcontractors in between the prime Contractor and the ANC or Indian tribe within 30 days of the date of the subcontract award.

(D) If the Contracting Officer does not receive a copy of the ANC's or the Indian tribe's written designation within 30 days of the subcontract award, the Contractor that awarded the subcontract to the ANC or Indian tribe will be considered the designated Contractor.

(2) A statement of—

- (i) Total dollars planned to be subcontracted for an individual contract plan; or the offeror's total projected sales, expressed in dollars, and the total value of projected subcontracts to support the sales for a commercial plan;
- (ii) Total dollars planned to be subcontracted to small business concerns (including ANC and Indian tribes);
- (iii) Total dollars planned to be subcontracted to veteran-owned small business concerns;
- (iv) Total dollars planned to be subcontracted to service-disabled veteran-owned small business;
- (v) Total dollars planned to be subcontracted to HUBZone small business concerns;
- (vi) Total dollars planned to be subcontracted to small disadvantaged business concerns (including ANCs and Indian tribes); and
- (vii) Total dollars planned to be subcontracted to women-owned small business concerns.

(3) A description of the principal types of supplies and services to be subcontracted, and an identification of the types planned for subcontracting to—

- (i) Small business concerns;
- (ii) Veteran-owned small business concerns;
- (iii) Service-disabled veteran-owned small business concerns;
- (iv) HUBZone small business concerns;
- (v) Small disadvantaged business concerns; and
- (vi) Women-owned small business concerns.

(4) A description of the method used to develop the subcontracting goals in paragraph (d)(1) of this clause.

(5) A description of the method used to identify potential sources for solicitation purposes (*e.g.*, existing company source lists, the Central Contractor Registration database (CCR), veterans service organizations, the National Minority Purchasing Council Vendor Information Service, the Research and Information Division of the Minority Business Development Agency in the Department of Commerce, or small, HUBZone, small disadvantaged, and women-owned small business trade associations). A firm may rely on the information contained in CCR as an accurate representation of a concern's size and ownership characteristics for the purposes of maintaining a small, veteran-owned small, service-disabled veteran-owned small, HUBZone small, small disadvantaged, and women-owned small business source list. Use of CCR as its source list does not relieve a firm of its responsibilities (*e.g.*, outreach, assistance, counseling, or publicizing subcontracting opportunities) in this clause.

(6) A statement as to whether or not the offeror included indirect costs in establishing subcontracting goals, and a description of the method used to determine the proportionate share of indirect costs to be incurred with—

- (i) Small business concerns (including ANC and Indian tribes);
- (ii) Veteran-owned small business concerns;
- (iii) Service-disabled veteran-owned small business concerns;
- (iv) HUBZone small business concerns;
- (v) Small disadvantaged business concerns (including ANC and Indian tribes);
- and
- (vi) Women-owned small business concerns.

(7) The name of the individual employed by the offeror who will administer the offeror's subcontracting program, and a description of the duties of the individual.

(8) A description of the efforts the offeror will make to assure that small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns have an equitable opportunity to compete for subcontracts.

(9) Assurances that the offeror will include the clause of this contract entitled "Utilization of Small Business Concerns" in all subcontracts that offer further subcontracting opportunities, and that the offeror will require all subcontractors (except small business concerns) that receive subcontracts in excess of \$550,000 (\$1,000,000 for construction of any public facility) with further subcontracting possibilities to adopt a subcontracting plan that complies with the requirements of this clause.

(10) Assurances that the offeror will—

- (i) Cooperate in any studies or surveys as may be required;
- (ii) Submit periodic reports so that the Government can determine the extent of compliance by the offeror with the subcontracting plan;
- (iii) Submit the Individual Subcontract Report (ISR) and/or the Summary Subcontract Report (SSR), in accordance with paragraph (l) of this clause using the Electronic Subcontracting Reporting System (eSRS) at <http://www.esrs.gov>. The reports shall provide information on subcontract awards to small business concerns (including ANCs and Indian tribes that are not small businesses), veteran-owned small business concerns, service-disabled veteran-owned small business concerns, HUBZone small business concerns, small disadvantaged business concerns (including ANCs and Indian tribes that have not been certified by the Small Business Administration as small disadvantaged businesses), women-owned small business concerns, and Historically Black Colleges and Universities and Minority Institutions. Reporting shall be in accordance with this clause, or as provided in agency regulations;
- (iv) Ensure that its subcontractors with subcontracting plans agree to submit the ISR and/or the SSR using eSRS;
- (v) Provide its prime contract number, its DUNS number, and the e-mail address of the offeror's official responsible for acknowledging receipt of or rejecting the ISRs, to all first-tier subcontractors with subcontracting plans so they can enter this information into the eSRS when submitting their ISRs; and
- (vi) Require that each subcontractor with a subcontracting plan provide the prime contract number, its own DUNS number, and the e-mail address of the subcontractor's official responsible for acknowledging receipt of or rejecting the ISRs, to its subcontractors with subcontracting plans.

(11) A description of the types of records that will be maintained concerning procedures that have been adopted to comply with the requirements and goals in the plan, including establishing source lists; and a description of the offeror's efforts to locate small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns and award subcontracts to them. The records shall include at least the following (on a plant-wide or company-wide basis, unless otherwise indicated):

- (i) Source lists (*e.g.*, CCR), guides, and other data that identify small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns.

- (ii) Organizations contacted in an attempt to locate sources that are small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, or women-owned small business concerns.
- (iii) Records on each subcontract solicitation resulting in an award of more than \$100,000, indicating—
 - (A) Whether small business concerns were solicited and, if not, why not;
 - (B) Whether veteran-owned small business concerns were solicited and, if not, why not;
 - (C) Whether service-disabled veteran-owned small business concerns were solicited and, if not, why not;
 - (D) Whether HUBZone small business concerns were solicited and, if not, why not;
 - (E) Whether small disadvantaged business concerns were solicited and, if not, why not;
 - (F) Whether women-owned small business concerns were solicited and, if not, why not; and
 - (G) If applicable, the reason award was not made to a small business concern.
- (iv) Records of any outreach efforts to contact—
 - (A) Trade associations;
 - (B) Business development organizations;
 - (C) Conferences and trade fairs to locate small, HUBZone small, small disadvantaged, and women-owned small business sources; and
 - (D) Veterans service organizations.
- (v) Records of internal guidance and encouragement provided to buyers through—
 - (A) Workshops, seminars, training, etc.; and
 - (B) Monitoring performance to evaluate compliance with the program's requirements.
- (vi) On a contract-by-contract basis, records to support award data submitted by the offeror to the Government, including the name, address, and business size of each subcontractor. Contractors having commercial plans need not comply with this requirement.

- (e) In order to effectively implement this plan to the extent consistent with efficient contract performance, the Contractor shall perform the following functions:

- (1) Assist small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and

- women-owned small business concerns by arranging solicitations, time for the preparation of bids, quantities, specifications, and delivery schedules so as to facilitate the participation by such concerns. Where the Contractor's lists of potential small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business subcontractors are excessively long, reasonable effort shall be made to give all such small business concerns an opportunity to compete over a period of time.
- (2) Provide adequate and timely consideration of the potentialities of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business concerns in all "make-or-buy" decisions.
- (3) Counsel and discuss subcontracting opportunities with representatives of small business, veteran-owned small business, service-disabled veteran-owned small business, HUBZone small business, small disadvantaged business, and women-owned small business firms.
- (4) Confirm that a subcontractor representing itself as a HUBZone small business concern is identified as a certified HUBZone small business concern by accessing the Central Contractor Registration (CCR) database or by contacting SBA.
- (5) Provide notice to subcontractors concerning penalties and remedies for misrepresentations of business status as small, veteran-owned small business, HUBZone small, small disadvantaged, or women-owned small business for the purpose of obtaining a subcontract that is to be included as part or all of a goal contained in the Contractor's subcontracting plan.
- (f) A master plan on a plant or division-wide basis that contains all the elements required by paragraph (d) of this clause, except goals, may be incorporated by reference as a part of the subcontracting plan required of the offeror by this clause; provided—
- (1) The master plan has been approved;
- (2) The offeror ensures that the master plan is updated as necessary and provides copies of the approved master plan, including evidence of its approval, to the Contracting Officer; and
- (3) Goals and any deviations from the master plan deemed necessary by the Contracting Officer to satisfy the requirements of this contract are set forth in the individual subcontracting plan.
- (g) A commercial plan is the preferred type of subcontracting plan for contractors furnishing commercial items. The commercial plan shall relate to the offeror's planned

subcontracting generally, for both commercial and Government business, rather than solely to the Government contract. Once the Contractor's commercial plan has been approved, the Government will not require another subcontracting plan from the same Contractor while the plan remains in effect, as long as the product or service being provided by the Contractor continues to meet the definition of a commercial item. A Contractor with a commercial plan shall comply with the reporting requirements stated in paragraph (d)(10) of this clause by submitting one SSR in eSRS for all contracts covered by its commercial plan. This report shall be acknowledged or rejected in eSRS by the Contracting Officer who approved the plan. This report shall be submitted within 30 days after the end of the Government's fiscal year.

- (h) Prior compliance of the offeror with other such subcontracting plans under previous contracts will be considered by the Contracting Officer in determining the responsibility of the offeror for award of the contract.
- (i) A contract may have no more than one plan. When a modification meets the criteria in [19.702](#) for a plan, or an option is exercised, the goals associated with the modification or option shall be added to those in the existing subcontract plan.
- (j) Subcontracting plans are not required from subcontractors when the prime contract contains the clause at [52.212-5](#), Contract Terms and Conditions Required to Implement Statutes or Executive Orders—Commercial Items, or when the subcontractor provides a commercial item subject to the clause at [52.244-6](#), Subcontracts for Commercial Items, under a prime contract.
- (k) The failure of the Contractor or subcontractor to comply in good faith with—
 - (1) The clause of this contract entitled “Utilization Of Small Business Concerns;” or
 - (2) An approved plan required by this clause, shall be a material breach of the contract.
- (l) The Contractor shall submit ISRs and SSRs using the web-based eSRS at <http://www.esrs.gov>. Purchases from a corporation, company, or subdivision that is an affiliate of the prime Contractor or subcontractor are not included in these reports. Subcontract award data reported by prime Contractors and subcontractors shall be limited to awards made to their immediate next-tier subcontractors. Credit cannot be taken for awards made to lower tier subcontractors, unless the Contractor or subcontractor has been designated to receive a small business or small disadvantaged business credit from an ANC or Indian Tribe. Only subcontracts involving performance in the United States or its

outlying areas should be included in these reports with the exception of subcontracts under a contract awarded by the State Department or any other agency that has statutory or regulatory authority to require subcontracting plans for subcontracts performed outside the United States and its outlying areas.

(1) *ISR*. This report is not required for commercial plans. The report is required for each contract containing an individual subcontract plan.

(i) The report shall be submitted semi-annually during contract performance for the periods ending March 31 and September 30. A report is also required for each contract within 30 days of contract completion. Reports are due 30 days after the close of each reporting period, unless otherwise directed by the Contracting Officer. Reports are required when due, regardless of whether there has been any subcontracting activity since the inception of the contract or the previous reporting period.

(ii) When a subcontracting plan contains separate goals for the basic contract and each option, as prescribed by FAR [19.704\(c\)](#), the dollar goal inserted on this report shall be the sum of the base period through the current option; for example, for a report submitted after the second option is exercised, the dollar goal would be the sum of the goals for the basic contract, the first option, and the second option.

(iii) The authority to acknowledge receipt or reject the *ISR* resides—

(A) In the case of the prime Contractor, with the Contracting Officer; and

(B) In the case of a subcontract with a subcontracting plan, with the entity that awarded the subcontract.

(2) *SSR*.

(i) Reports submitted under individual contract plans—

(A) This report encompasses all subcontracting under prime contracts and subcontracts with the awarding agency, regardless of the dollar value of the subcontracts.

(B) The report may be submitted on a corporate, company or subdivision (*e.g.* plant or division operating as a separate profit center) basis, unless otherwise directed by the agency.

(C) If a prime Contractor and/or subcontractor is performing work for more than one executive agency, a separate report shall be submitted to each executive agency covering only that agency's contracts, provided at least one of that agency's contracts is over \$550,000 (over \$1,000,000 for construction of a public facility) and contains a subcontracting plan. For DoD, a consolidated report shall be submitted for all contracts awarded by military departments/agencies and/or subcontracts awarded by DoD prime Contractors.

However, for construction and related maintenance and repair, a separate report shall be submitted for each DoD component.

(D) For DoD and NASA, the report shall be submitted semi-annually for the six months ending March 31 and the twelve months ending September 30. For civilian agencies, except NASA, it shall be submitted annually for the twelve month period ending September 30. Reports are due 30 days after the close of each reporting period.

(E) Subcontract awards that are related to work for more than one executive agency shall be appropriately allocated.

(F) The authority to acknowledge or reject SSRs in eSRS, including SSRs submitted by subcontractors with subcontracting plans, resides with the Government agency awarding the prime contracts unless stated otherwise in the contract.

(ii) Reports submitted under a commercial plan—

(A) The report shall include all subcontract awards under the commercial plan in effect during the Government's fiscal year.

(B) The report shall be submitted annually, within thirty days after the end of the Government's fiscal year.

(C) If a Contractor has a commercial plan and is performing work for more than one executive agency, the Contractor shall specify the percentage of dollars attributable to each agency from which contracts for commercial items were received.

(D) The authority to acknowledge or reject SSRs for commercial plans resides with the Contracting Officer who approved the commercial plan.

(iii) All reports submitted at the close of each fiscal year (both individual and commercial plans) shall include a Year-End Supplementary Report for Small Disadvantaged Businesses. The report shall include subcontract awards, in whole dollars, to small disadvantaged business concerns by North American Industry Classification System (NAICS) Industry Subsector. If the data are not available when the year-end SSR is submitted, the prime Contractor and/or subcontractor shall submit the Year-End Supplementary Report for Small Disadvantaged Businesses within 90 days of submitting the year-end SSR. For a commercial plan, the Contractor may obtain from each of its subcontractors a predominant NAICS Industry Subsector and report all awards to that subcontractor under its predominant NAICS Industry Subsector.

52.243-7 NOTIFICATION OF CHANGES (APRIL 1984)

(a) *Definitions.* “Contracting Officer,” as used in this clause, does not include any representative of the Contracting Officer.

“Specifically Authorized Representative (SAR),” as used in this clause, means any person the Contracting Officer has so designated by written notice (a copy of which shall be provided to the Contractor) which shall refer to this paragraph and shall be issued to the designated representative before the SAR exercises such authority.

(b) *Notice.* The primary purpose of this clause is to obtain prompt reporting of Government conduct that the Contractor considers to constitute a change to this contract. Except for changes identified as such in writing and signed by the Contracting Officer, the Contractor shall notify the Administrative Contracting Officer in writing promptly, within 30 calendar days from the date that the Contractor identifies any Government conduct (including actions, inactions, and written or oral communications) that the Contractor regards as a change to the contract terms and conditions. On the basis of the most accurate information available to the Contractor, the notice shall state—

- (1) The date, nature, and circumstances of the conduct regarded as a change;
- (2) The name, function, and activity of each Government individual and Contractor official or employee involved in or knowledgeable about such conduct;
- (3) The identification of any documents and the substance of any oral communication involved in such conduct;
- (4) In the instance of alleged acceleration of scheduled performance or delivery, the basis upon which it arose;
- (5) The particular elements of contract performance for which the Contractor may seek an equitable adjustment under this clause, including—
 - (i) What contract line items have been or may be affected by the alleged change;
 - (ii) What labor or materials or both have been or may be added, deleted, or wasted by the alleged change;
 - (iii) To the extent practicable, what delay and disruption in the manner and sequence of performance and effect on continued performance have been or may be caused by the alleged change;
 - (iv) What adjustments to contract price, delivery schedule, and other provisions affected by the alleged change are estimated; and
- (6) The Contractor’s estimate of the time by which the Government must respond to the Contractor’s notice to minimize cost, delay or disruption of performance.

(c) *Continued performance.* Following submission of the notice required by paragraph (b) of this clause, the Contractor shall diligently continue performance of this contract to the maximum extent possible in accordance with its terms and conditions as construed by the Contractor,

unless the notice reports a direction of the Contracting Officer or a communication from a SAR of the Contracting Officer, in either of which events the Contractor shall continue performance; provided, however, that if the Contractor regards the direction or communication as a change as described in paragraph (b) of this clause, notice shall be given in the manner provided. All directions, communications, interpretations, orders and similar actions of the SAR shall be reduced to writing promptly and copies furnished to the Contractor and to the Contracting Officer. The Contracting Officer shall promptly countermand any action which exceeds the authority of the SAR.

(d) *Government response.* The Contracting Officer shall promptly, within 14 calendar days after receipt of notice, respond to the notice in writing. In responding, the Contracting Officer shall either—

(1) Confirm that the conduct of which the Contractor gave notice constitutes a change and when necessary direct the mode of further performance;

(2) Countermand any communication regarded as a change;

(3) Deny that the conduct of which the Contractor gave notice constitutes a change and when necessary direct the mode of further performance; or

(4) In the event the Contractor's notice information is inadequate to make a decision under paragraphs (d)(1), (2), or (3) of this clause, advise the Contractor what additional information is required, and establish the date by which it should be furnished and the date thereafter by which the Government will respond.

(e) *Equitable adjustments.*

(1) If the Contracting Officer confirms that Government conduct effected a change as alleged by the Contractor, and the conduct causes an increase or decrease in the Contractor's cost of, or the time required for, performance of any part of the work under this contract, whether changed or not changed by such conduct, an equitable adjustment shall be made—

(i) In the contract price or delivery schedule or both; and

(ii) In such other provisions of the contract as may be affected.

(2) The contract shall be modified in writing accordingly. In the case of drawings, designs or specifications which are defective and for which the Government is responsible, the equitable adjustment shall include the cost and time extension for delay reasonably incurred by the Contractor in attempting to comply with the defective drawings, designs or specifications before the Contractor identified, or reasonably should have identified, such defect. When the cost of property made obsolete or excess as a result of a change confirmed by the Contracting Officer under this clause is included in the equitable adjustment, the Contracting Officer shall have the right to prescribe the manner of disposition of the property. The equitable adjustment shall not include increased costs or time extensions for delay resulting from the Contractor's failure to provide notice or to continue performance as provided, respectively, in paragraphs (b) and (c) of this clause.

SECTION J

LIST OF ATTACHMENTS

ATTACHMENT J-1, Small Business Subcontracting Plan



**Subcontracting Plan
FPR**

ATTACHMENT J-2, Additional Invoice Requirements



**Additional Invoice
Instructions**

ATTACHMENT J-3, "Information Systems Security Guidelines"



**Info Systems
Security Guidelines**

SECTION K

REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS

The contractor has completed the annual representations and certifications electronically at Online Representations and Certifications Application (ORCA), current as of September 20, 2010.

5.5 Appendix E – Small Business Subcontracting Plan

REVISED PLAN: 19-SEPT-2010

ATTACHMENT A GOALS FOR INDIVIDUAL SUBCONTRACTING PLAN: EFFECTIVE AS OF JULY 27, 2010

Contract/RFP/Task Order No.: SSA-RFP-10-1037
Agency: Social Security Administration
Title: "Ticket to Work and Self-Sufficiency Program: Program Manager for Beneficiary Access and Support Services"
Proposal No.: 094J-0000-00

Contained herein are the subcontracting goals for the above referenced Contract/RFP/Task Order. This attachment is submitted in conjunction with the Booz Allen Hamilton Master Subcontracting Plan approved in accordance with FAR 19.704(b).

Goals set forth in this plan are based on information available as of the date of the proposal.

- A. Goals (dollars and percentages of total planned subcontracting in accordance with FAR 52.219-9.) The goals and planned procurement actions identified in this solicitation were developed based on previous experience in providing similar services and quotes received from planned subcontractors. Booz Allen does not include indirect costs in establishing its subcontracting goals.

Total Program (Base and Option Years): September 29, 2010 – September 28, 2015

ESTIMATED DIRECT COMMITMENTS	AMOUNT	PERCENT
Prime Contract Value	\$43,798,349	
Total to be Subcontracted	\$15,779,171	100.0%
Total to Large Business Concerns	\$15,779,171	100.0%
Total to Small Business Concerns: (to include SB, SDB, WOSB, HBCU/MI, HUBZone, VOSB, SDVOSB, ANCs & Indian Tribes)	\$0	0%
Total to Small Disadvantaged Business Concerns [includes 8(a), ANCs & Indian Tribes]	\$0	0%
Total to Women-Owned Small Business Concerns	\$0	0%
Total to Historically Black Colleges & Universities/Minority Institutions	\$0	0%
Total to HUBZone Small Business Concerns	\$0	0%
Total to Veteran-Owned Small Business Concerns	\$0	0%
Total to Service-Disabled Veteran-Owned Small Business Concerns	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that have not been certified by the SBA as Small Disadvantaged Businesses	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that are not Small Businesses yet allowed to count towards small business credit	\$0	0%

Base Year: September 29, 2010 through September 28, 2011

ESTIMATED DIRECT COMMITMENTS	AMOUNT	PERCENT
Prime Contract Value	\$8,554,949	
Total to be Subcontracted	\$3,200,561	100.0%

REVISED PLAN: 19-SEPT-2010

Total to Large Business Concerns	\$3,200,561	100.0%
Total to Small Business Concerns: (to include SB, SDB, WOSB, HBCU/MI, HUBZone, VOSB, SDVOB, ANCs & Indian Tribes)	\$0	0%
Total to Small Disadvantaged Business Concerns [includes 8(a), ANCs & Indian Tribes]	\$0	0%
Total to Women-Owned Small Business Concerns	\$0	0%
Total to Historically Black Colleges & Universities/Minority Institutions	\$0	0%
Total to HUBZone Small Business Concerns	\$0	0%
Total to Veteran-Owned Small Business Concerns	\$0	0%
Total to Service-Disabled Veteran-Owned Small Business Concerns	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that have not been certified by the SBA as Small Disadvantaged Businesses	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that are not Small Businesses yet allowed to count towards small business credit	\$0	0%

Option Year 1 September 29, 2011 through September 28, 2012

ESTIMATED DIRECT COMMITMENTS	AMOUNT	PERCENT
Prime Contract Value	\$8,450,745	
Total to be Subcontracted	\$3,007,498	100.0%
Total to Large Business Concerns	\$3,007,498	100.0%
Total to Small Business Concerns: (to include SB, SDB, WOSB, HBCU/MI, HUBZone, VOSB, SDVOB, ANCs & Indian Tribes)	\$0	0%
Total to Small Disadvantaged Business Concerns [includes 8(a), ANCs & Indian Tribes]	\$0	0%
Total to Women-Owned Small Business Concerns	\$0	0%
Total to Historically Black Colleges & Universities/Minority Institutions	\$0	0%
Total to HUBZone Small Business Concerns	\$0	0%
Total to Veteran-Owned Small Business Concerns	\$0	0%
Total to Service-Disabled Veteran-Owned Small Business Concerns	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that have not been certified by the SBA as Small Disadvantaged Businesses	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that are not Small Businesses yet allowed to count towards small business credit	\$0	0%

Option Year 2 – September 29, 2012 through September 28, 2013

ESTIMATED DIRECT COMMITMENTS	AMOUNT	PERCENT
Prime Contract Value	\$8,685,802	
Total to be Subcontracted	\$3,097,000	100.0%
Total to Large Business Concerns	\$3,097,000	100.0%

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Total to Small Business Concerns: (to include SB, SDB, WOSB, HBCU/MI, HUBZone, VOSB, SDVOB, ANCs & Indian Tribes)	\$0	0%
Total to Small Disadvantaged Business Concerns [includes 8(a), ANCs & Indian Tribes]	\$0	0%
Total to Women-Owned Small Business Concerns	\$0	0%
Total to Historically Black Colleges & Universities/Minority Institutions	\$0	0%
Total to HUBZone Small Business Concerns	\$0	0%
Total to Veteran-Owned Small Business Concerns	\$0	0%
Total to Service-Disabled Veteran-Owned Small Business Concerns	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that have not been certified by the SBA as Small Disadvantaged Businesses	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that are not Small Businesses yet allowed to count towards small business credit	\$0	0%

Option Year 3 – September 29, 2013 through September 28, 2014

ESTIMATED DIRECT COMMITMENTS	AMOUNT	PERCENT
Prime Contract Value	\$8,928,124	
Total to be Subcontracted	\$3,189,562	100.0%
Total to Large Business Concerns	\$3,189,562	100.0%
Total to Small Business Concerns: (to include SB, SDB, WOSB, HBCU/MI, HUBZone, VOSB, SDVOB, ANCs & Indian Tribes)	\$0	0%
Total to Small Disadvantaged Business Concerns [includes 8(a), ANCs & Indian Tribes]	\$0	0%
Total to Women-Owned Small Business Concerns	\$0	0%
Total to Historically Black Colleges & Universities/Minority Institutions	\$0	0%
Total to HUBZone Small Business Concerns	\$0	0%
Total to Veteran-Owned Small Business Concerns	\$0	0%
Total to Service-Disabled Veteran-Owned Small Business Concerns	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that have not been certified by the SBA as Small Disadvantaged Businesses	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that are not Small Businesses yet allowed to count towards small business credit	\$0	0%

Option Year 4 – September 29, 2014 through September 28, 2015

ESTIMATED DIRECT COMMITMENTS	AMOUNT	PERCENT
Prime Contract Value	\$9,178,729	
Total to be Subcontracted	\$3,284,551	100.0%
Total to Large Business Concerns	\$3,284,551	100.0%
Total to Small Business Concerns: (to include SB, SDB, WOSB, HBCU/MI, HUBZone, VOSB, SDVOB, ANCs & Indian Tribes)	\$0	0%

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Total to Small Disadvantaged Business Concerns [includes 8(a), ANCs & Indian Tribes]	\$0	0%
Total to Women-Owned Small Business Concerns	\$0	0%
Total to Historically Black Colleges & Universities/Minority Institutions	\$0	0%
Total to HUBZone Small Business Concerns	\$0	0%
Total to Veteran-Owned Small Business Concerns	\$0	0%
Total to Service-Disabled Veteran-Owned Small Business Concerns	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that <i>have not been certified</i> by the SBA as Small Disadvantaged Businesses	\$0	0%
Alaska Native Corporations (ANCs) and Indian Tribes that <i>are not Small Businesses</i> yet allowed to count towards small business credit	\$0	0%

- B. The principal types of supplies and/or services to be completed under this contract/RFP/task order are Conducting Outreach to beneficiaries; Facilitating Beneficiary Access to EN's; Ensuring Timely and accurate communication via a call center with knowledgeable staff; and by maintaining a Web site that will provide program-related information and a platform for beneficiaries to post and read comments about the Ticket Program. The principal types of supplies and services proposed to be subcontracted and those proposed for subcontracting to small business concerns are shown in the table below.

REVISED PLAN: 19-SEPT-2010

	Business Size/Type	Principal Types of Supplies and Services Proposed To Be Subcontracted
	Large	With Booz Allen oversight and assistance from a non-profit or small business team member: - Support Task 2 by providing assistance in finalizing the contract start-up plan and supporting the start-up phase; - Support Task 4 by establishing and maintaining a toll-free number service and maintain call center operations, without any break in service, to support the needs of beneficiaries (e.g., inquiries; the location and assignment of beneficiary tickets); - Support Task 5 by establishing and managing a website that provides beneficiaries with easy access to critical information (e.g., general information; services offered by EN's and SVRA's) - Support Task 13 by providing management and reporting support related to Tasks 2, 4 and 5
	Non-Profit	With Booz Allen oversight and in support of the large business team member: - Support Task 2 by providing assistance in finalizing the contract start-up plan and supporting the start-up phase - Support Task 4 by assisting with the establishment and maintenance of a toll-free number service and maintain call center operations, without any break in service, to support the needs of beneficiaries (e.g., inquiries; the location and assignment of beneficiary tickets) - Support Task 5 by providing assistance for the establishment and management of a website that provides beneficiaries with easy access to critical information (e.g., general information, services offered by ENs and SVRAs) - Support Task 6 by assisting with the nationwide outreach effort to Ticket-eligible beneficiaries - Support Task 7 by assisting the Work Incentive Planning and Assistance Project in planning and marketing to at least 500 work Incentive Seminar events each year - Support Task 8 by assisting with the facilitation of access to ENs by ticket-eligible beneficiaries - Support Task 11 by assisting Booz Allen in resolving disputes between beneficiaries and ENs using the established dispute resolution procedures - Support Task 12 by informing (according to the established response timeframes) Booz Allen of any Ticket Program inquiries that appear to be sensitive

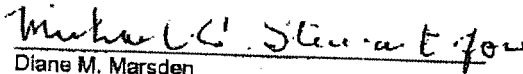
Booz Allen strives to identify and provide opportunities for small businesses across all socioeconomic categories. As a result of the commitment of our Senior Management and the practices put into place, Booz Allen has been recognized and received acknowledgements by several Federal Agencies for our outstanding performance in the area of small business participation (e.g. Nunn-Perry Award, repeatedly achieving a highly successful contracting officer rating from DCMA and the Small Business Administration (SBA) for our SB program). This plan contains a commitment to the AbilityOne Program which is not required in the contract-level plan. Although this plan does not identify small businesses as part of our team, at point of proposal, we will continue to look for subcontracting opportunities for all socioeconomic categories throughout performance of the task. Should opportunities to bring additional small business partners arise, we will work with the client to bring them to the team.

Per the above paragraph, if the opportunity presents itself whereby Booz Allen determines that there is/are small businesses that "fit" into the requirements for the team, we will remain mindful of the Department of Health & Human Services' and the Small Business Administration's goals as follows for small business participation: 40% of Total Subcontracted Dollars to small businesses; 5% to small disadvantaged businesses; 5% to woman-owned small businesses; 3% to HUBZone small businesses; and 3% to service-disabled veteran-owned small businesses.

REVISED PLAN: 19-SEPT-2010

Approved By: 
Jennifer R. Morrow
Contracts Manager/Administrator

Date: 9/20/10

Approved By: 
Diane M. Marsden
Small Business Liaison Officer

Date: 9/20/2010

Attachment B
Booz Allen Hamilton Small Business Outreach Activities
(2008 through June 30, 2010)

Booz Allen-Sponsored Events:

6/17/2010	Small Business-Risk Training, Norfolk, VA
4/21/2010	OSDBU Conference, Chantilly, VA
4/15/2010	Small Business-Subcontracts Training, McLean, VA
1/18/2010	Small Business-PBS Training, McLean, VA
12/2/2009	AbilityOne Forum, McLean, VA
11/12/2009	Small Business-Subcontracts Training, McLean, VA
10/21/2009	Small Business Day Event, Eatontown, NJ
10/20/2009	Small Business Day Event, New York City, NY
8/3-5/2009	Navy Gold Coast Small Business Conference, San Diego, CA
7/30/2009	Small Business-Subcontracts Training, McLean, VA
7/23/2009	Small Business Roundtable Discussion, Dahlgren, VA
7/20-23/2009	Nat'l Veteran Owned Small Business Expo, Las Vegas, NV
7/14/2009	Booz Allen Transportation Small Business Day Event, McLean, VA
5/14/2009	Small Business Day Event, Eatontown, NJ
4/28/2009	"Gateway to Government Contracting" Small Business Outreach Program, Colorado Springs, CO
4/22/2009	OSDBU Conference, Chantilly, VA
3/26/2009	Small Business-Subcontracts Training, McLean, VA
1/09/2009	Treasury Small Business Day-Washington, DC
11/20/2008	Small Business-Internal Training, Lexington Park, MD
11/19/2008	Board of Trade SB Workshop, McLean, VA
11/13/2008	Small Business-Subcontracts Training, McLean, VA
10/17/2008	Booz Allen, Discovery Day, McLean, VA
8/27-28/2008	Navy Gold Coast Small Business Conference, San Diego, CA
7/23/2008	CDC Small Business Day, Atlanta, GA

5/13/2010	Women Presidents' Educational Organization (WPEO) Conference, McLean, VA
5/10-11/2010	DOE Small Business Conference, Atlanta, GA
5/4/2010	VMSDC Business Opportunity Fair, Richmond, VA
4/27/2010	Small Business Outreach Event, Colorado Springs, CO
4/26/2010	NSA Small Business Roundtable Panel, Hagerstown, MD
4/7-8/2010	MARC Meeting, Rehoboth, DE
4/1/2010	NSA's Business in a Minute Meeting, Linthicum, MD
3/26/2010	Department of Treasury National Business Promotions and Conferences, Inc Executive Breakfast Series, Falls Church, VA
3/24-25/2010	US Department of Transportation, Office of Small and Disadvantaged Business Utilization (OSDBU) Business Matchmaker Event, Washington, DC
3/24/2010	2010 Ohio Matchmaking Event with SBA, Dayton, OH
3/18/2010	Veterans Business Conference, Springfield, VA
3/12/2010	VMSDC Central Region – RAC Meeting, Richmond, VA
3/8-11/2010	DOD Mentor Protégé Conference, National Harbor, MD
2/24-25/2010	DHS AFCEA Conference, Washington, DC
2/18/2010	AFCEA Small Business Matchmaking Event, Fairfax, VA
2/17/2010	Treasury Industry Day, Washington, DC
2/16/2010	VMSDC NOVA Regional Advisory Committee Meeting, Herndon, VA
1/29/2010	NBPCI Executive Breakfast Series, Falls Church, VA
12/17/2009	SBA/8 (a) Small Business Event SBA Open House, Washington, DC
12/11/2009	A Virginia Connection (VMSDC), McLean, VA
12/9/2009	SDVOSB Luncheon, Quantico, VA
12/3/2009	MIC Gold Star Awards Luncheon (VMSDC), Richmond, VA
11/19/2009	Marine Corps Systems Command (MCSC) SB Conference, Fredericksburg, VA
11/17/2009	Connecting VETS to USDA Training Conference,

	Washington, DC
11/17/2009	DHS INPUT Teaming Event and Matchmaking Session, McLean, VA
11/10/2009	AFCEA Small Business Committee Meeting, Fairfax, VA
11/03/2009	Treasury Prime Contractor's Vendor Outreach Event, Washington, DC
10/28-29/2009	3 rd Annual SDVOSB and VOSB Technology Conference, Tampa, FL
10/27/2009	EPA Small Business Session and Vendor Outreach Event, Washington, DC
10/26-29/2009	NMSDC Annual Conference, New Orleans, LA
10/22/2009	GSA "Access to Success" Conference/Expo, Washington, DC
10/16/2009	U.S. Department of State (OSDBU) - Subcontract Training & Small Business Matchmaking, Arlington, VA
9/23-25/2009	NASA Small Business Day Event, Huntsville, AL
8/25/2009	TRIAD Meeting, Washington, DC
7/23/2009	ACIN Conference, Eatontown, NJ
7/15/2009	Coalition Small and Large Business Partnering Session, Arlington, VA
6/4/2009	Small Business Conference, Ft. Huachuca, AZ
5/26/2009	Small Business Workshop, Hagerstown, NJ
5/20/2009	18th Annual NSWCDD Small Business Fair and Conference, Dahlgren, VA
5/12-14/2009	Navy Blue Coast Conference, Virginia Beach, VA
5/12/2009	Operation Opportunity Matchmaking Session, San Diego, CA
5/06/2009	Treasury Vendor Outreach Session, Washington, DC
4/24/2009	SB Networking Event and Breakfast, Aberdeen, MD
4/20-21/2009	MARC Meeting and Training, Manassas, VA
4/06/2009	DOT SB Day, McLean, VA
3/19/2009	VMSDC NOVA Power Breakfast, McLean, VA
3/19/2009	DHS VOS, Washington, DC

3/9-12/2009	Winter TRIAD & RES Matchmaking Event, Las Vegas, Nevada
2/2-4/2009	National HBCU/MI Conference, Atlanta, GA
1/21/2009	USAID CIO Office, Small Business Day Event, Washington, DC
12/02/2008	CECOM LCMC Small Business Conference, Eatontown, NJ
11/20/2008	VMSSDC NOVA Power Breakfast, McLean, VA
11/19/2008	USDA VETS Training Day, Washington, DC
11/18-19/2008	Army Med SB Conference, San Antonio, TX
11/14/2008	DHS Vendor Outreach Session, Washington, DC
10/30/2008	GSA SB Conference, Washington, DC
10/27-30/2008	NMSDC Annual Conference, Las Vegas, NV
10/24/2008	AFCEA DISA Small Business Breakfast, McLean, VA
10/15/2008	Louisiana Aerospace Industry Day, New Orleans, LA
9/25/2008	Small Business Meeting, Huntsville, AL
9/11/2008	GSA Briefing, Washington, DC
8/13/2008	Thomasville Industry Day, Thomasville, Ala.
7/29-30/2008	The Society of American Military Engineers, Small Business Event, San Antonio, TX
7/21-22/2008	MDA Small Business Conference and Council Meeting, Huntsville, Ala.
7/7-10/2008	National Veterans Small Business Conference, Las Vegas, NV
7/2/2008	DISA Small Business Networking Event, Falls Church, VA
6/24-26/2008	DOE Small Business Conference, San Antonio, TX
6/17-19/2008	Navy Blue Coast Small Business Conference, Virginia Beach, VA
5/30/2008	Dept. of Treasury, Prime Contractor Vendor Outreach Session, Washington, DC
5/13/2008	Operation Opportunity, San Diego Supplier Development Council (SDSDC) annual SB Outreach Event, San Diego, CA

5/05/2008	VBOF Conference, Hampton, VA
4/23-24/2008	Gateway to Government Contracting, Colorado Springs Chamber of Commerce SB Outreach Event, Colorado Springs, CO
4/21/2008	Spring TRIAD Meeting, Arlington, VA
03/13/2008	EPA WOSB Counseling Session, Washington, DC
03/4-6/2008	Winter TRIAD Meeting & Business Matchmaking Session, Las Vegas, NV
2/20/2008	VMSDC NOVA Region Advisory Committee Meeting, McLean, VA
1/16/2008	DHS Vendor Outreach Session, Washington, DC
1/9-10/2008	MARC Meeting and Training, Secaucus, NJ



DEFENSE CONTRACT MANAGEMENT AGENCY
DEFENSE CONTRACT MANAGEMENT AGENCY MANASSAS
10500 BATTLEVIEW PARKWAY, SUITE 200
MANASSAS, VA 20109



IN REPLY

REFER TO: DCMAN-EVAD

February 8, 2008

Mr. Raymond Thomas
Director of Procurement
Booz Allen Hamilton, Inc.
8283 Greensboro Drive
McLean, VA 22102-3838

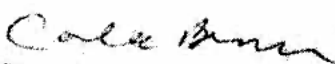
Dear Mr. Thomas:

The Booz Allen Hamilton Inc. Small Business Master Subcontracting Plan dated March 1, 2008 is approved, contingent upon satisfactory submission of the individual Subcontracting Goal Plan (Attachment A) for each proposed Government contract. This approval is effective for a three-year period beginning March 1, 2008 through February 29, 2011.

Accordingly, for each proposal submitted to the Government, subject to PL95-507 requirements, a completed goal form must be submitted in sufficient detail to permit the U.S. Government to evaluate what is being purchased/subcontracted by Booz Allen Hamilton Inc. Also, the goal calculation statement must specifically explain how the small business percentage goals were developed.

A copy of this approval letter must accompany each proposal and completed goal form.

Please direct questions to the undersigned at (703)530-3272 or corlee.brown@dcma.mil.


CORLEE BROWN
Administrative Contracting Officer